

Fig. 1

20250314 14:50:00

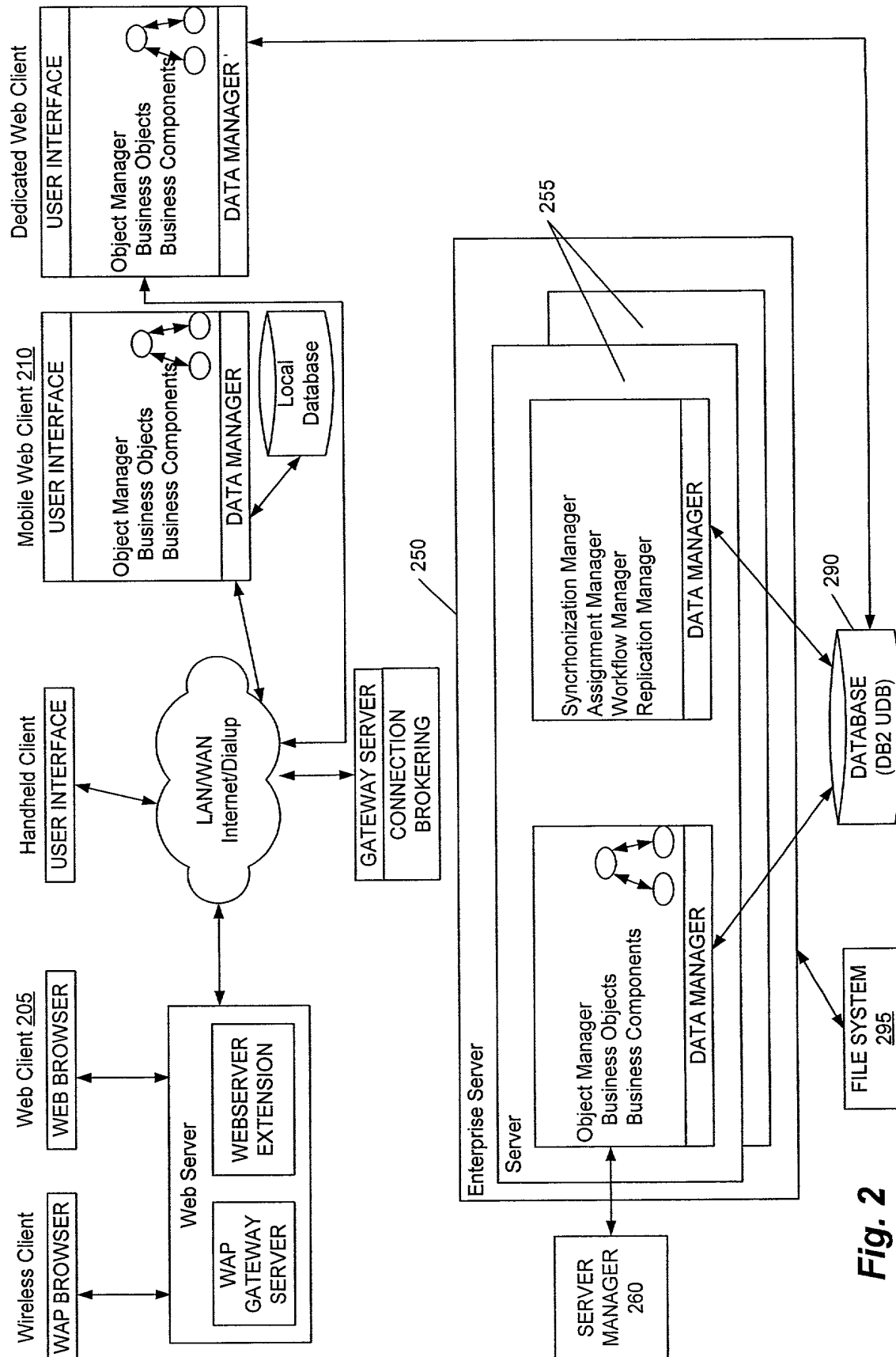


Fig. 2

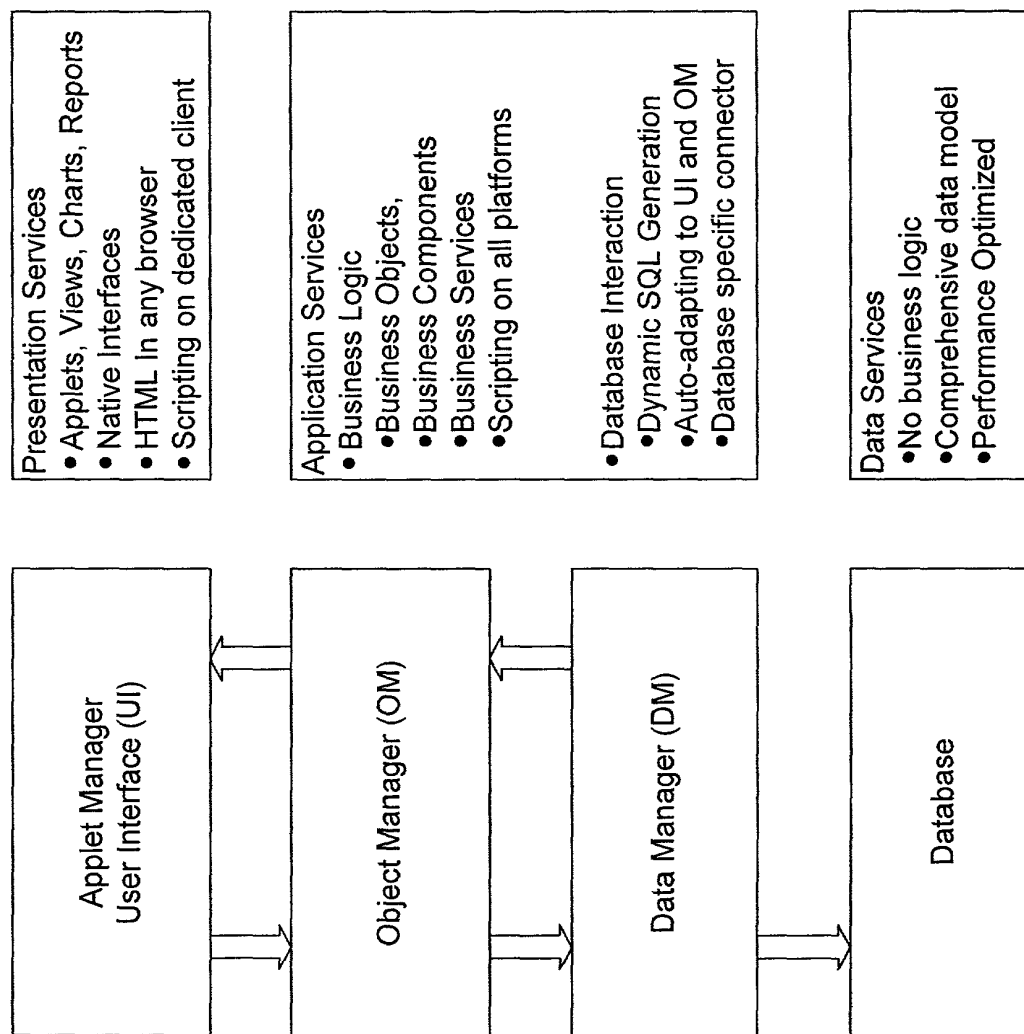


Fig. 3

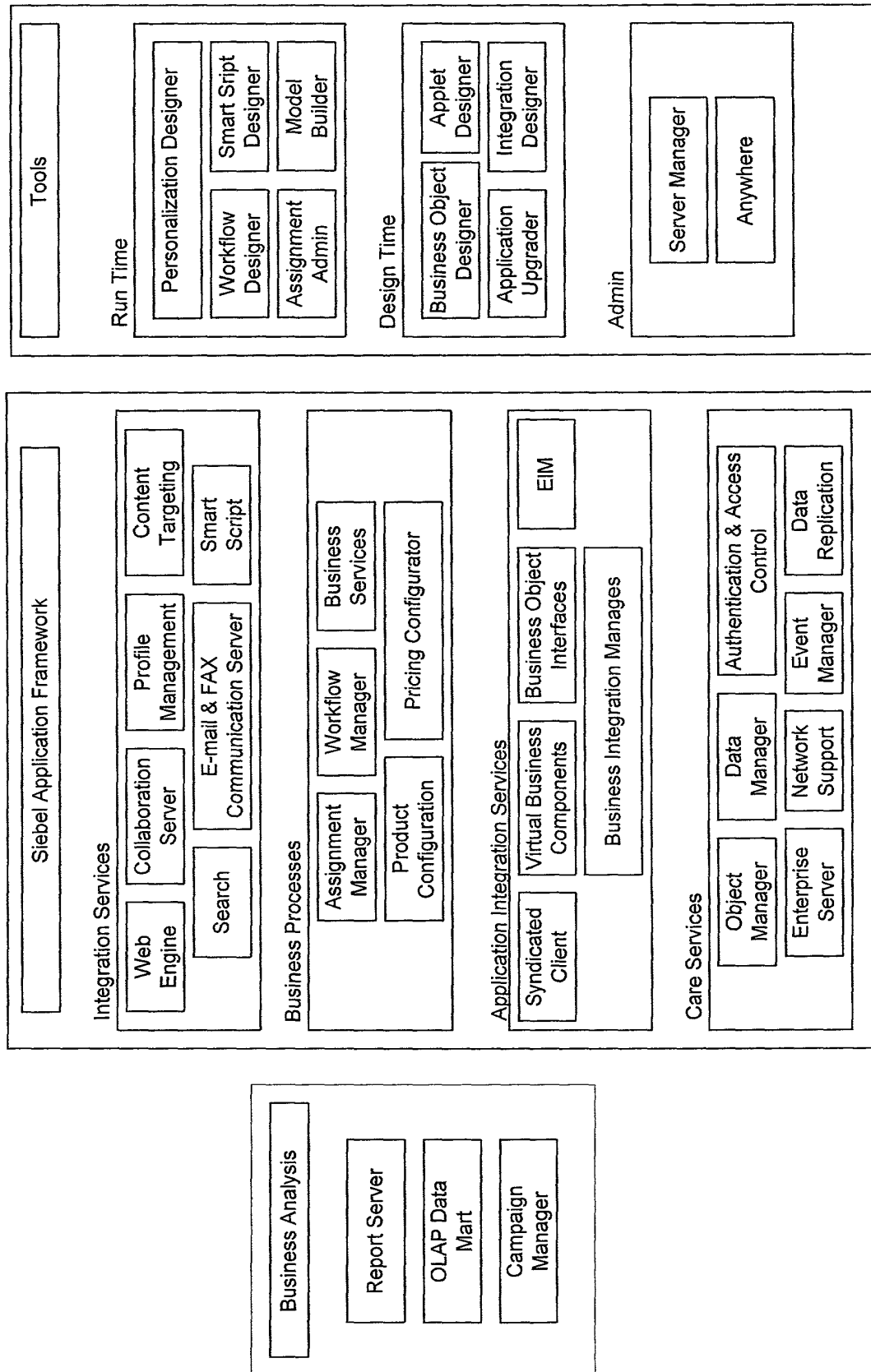


Fig. 4A

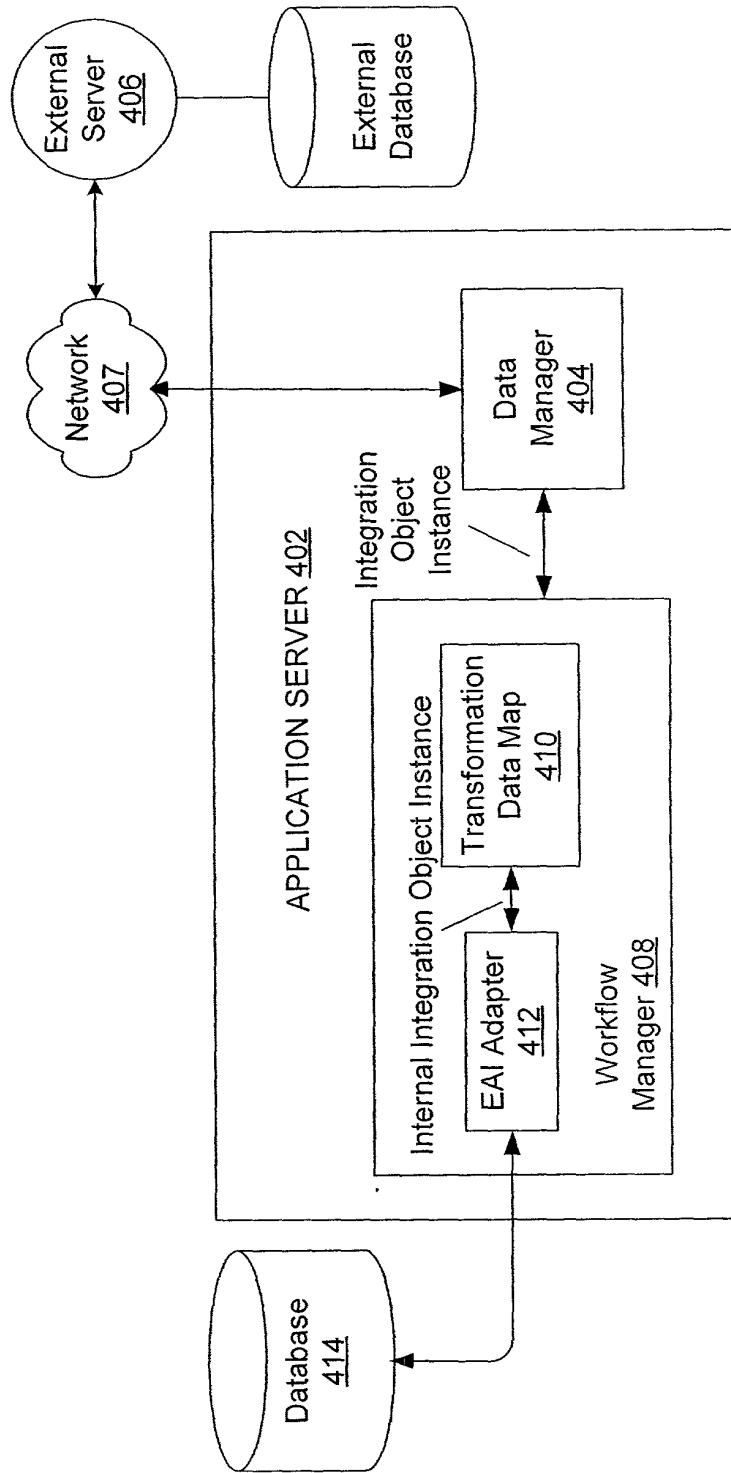


Fig. 4B

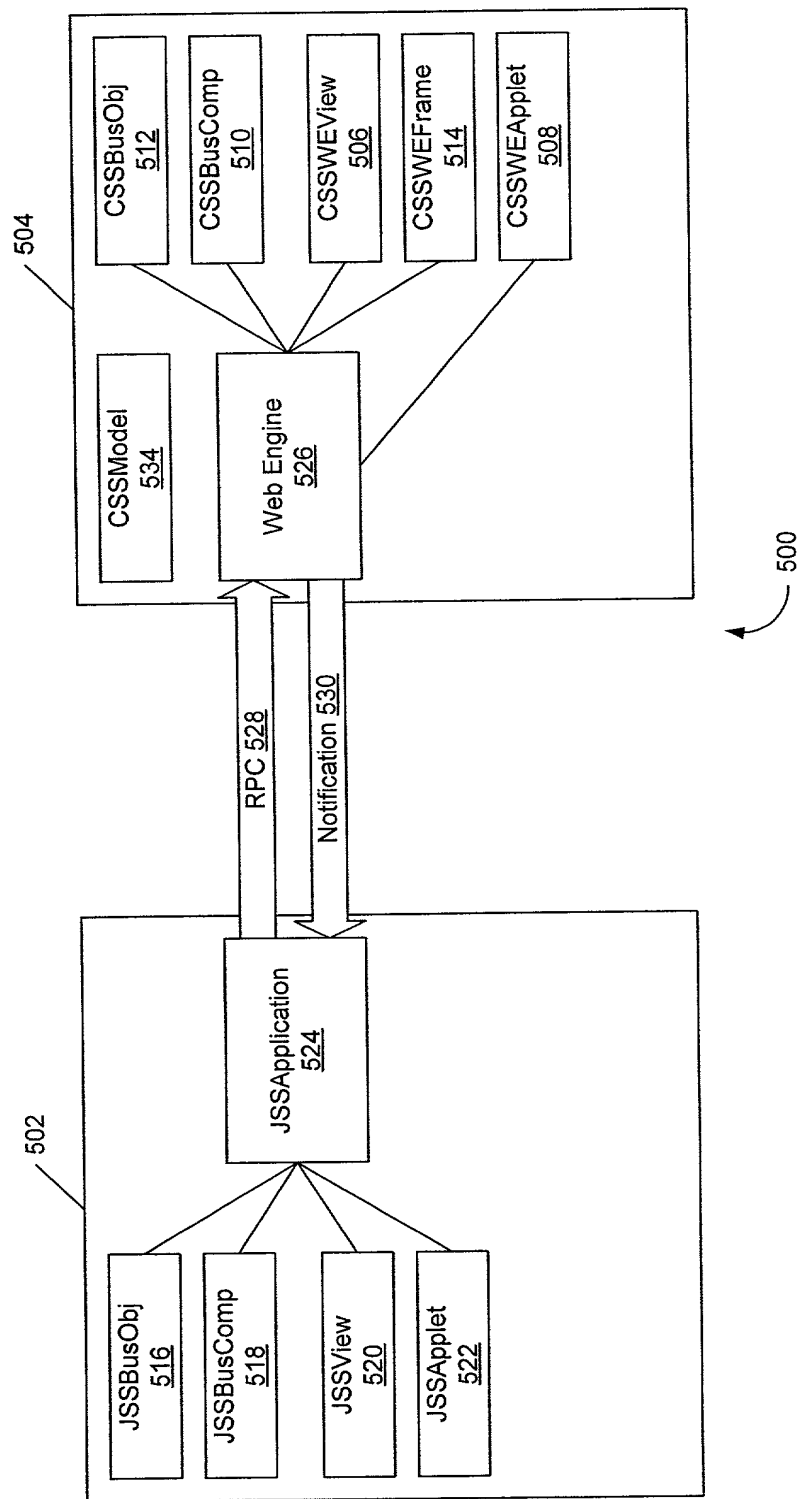


Fig. 5A

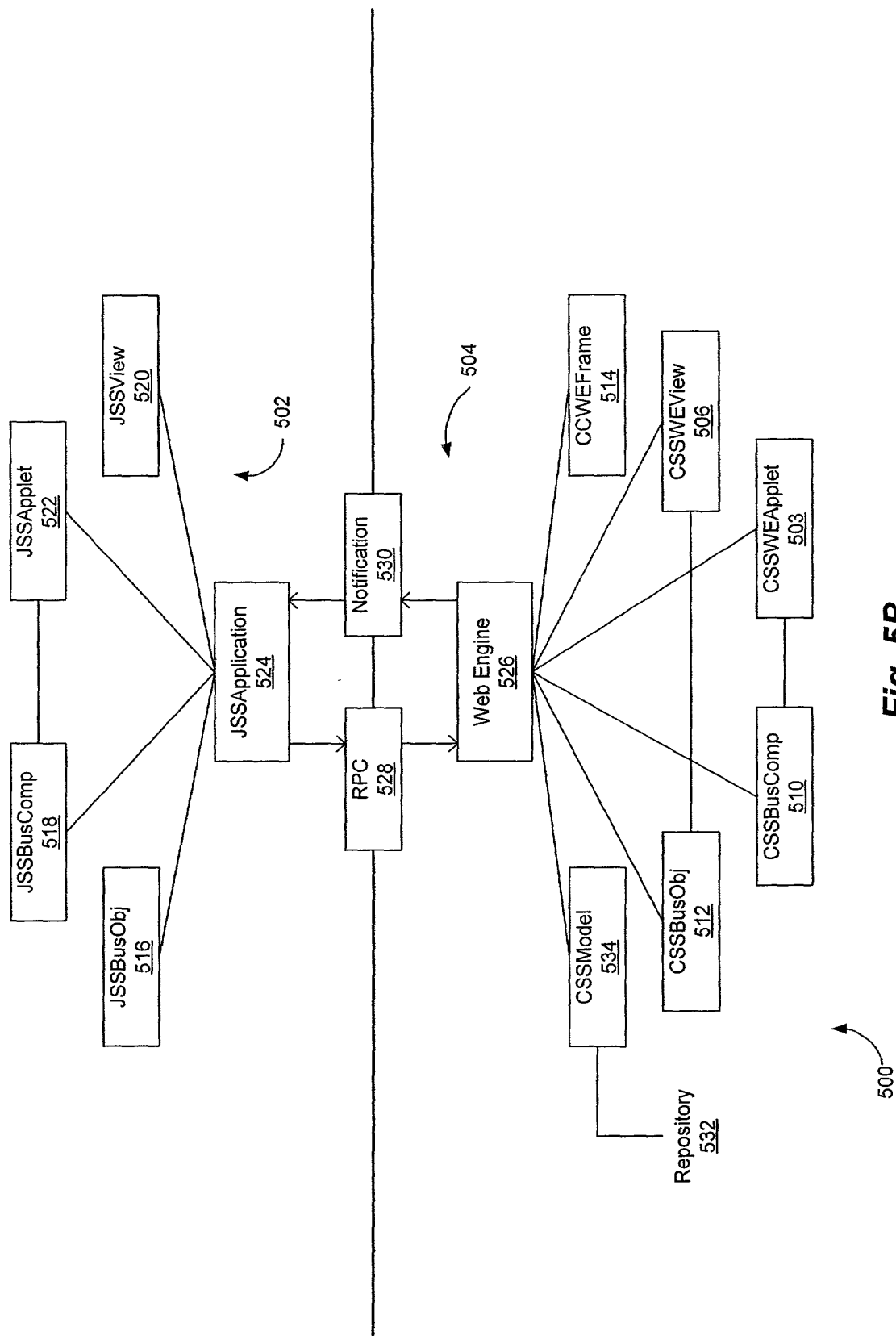


Fig. 5B

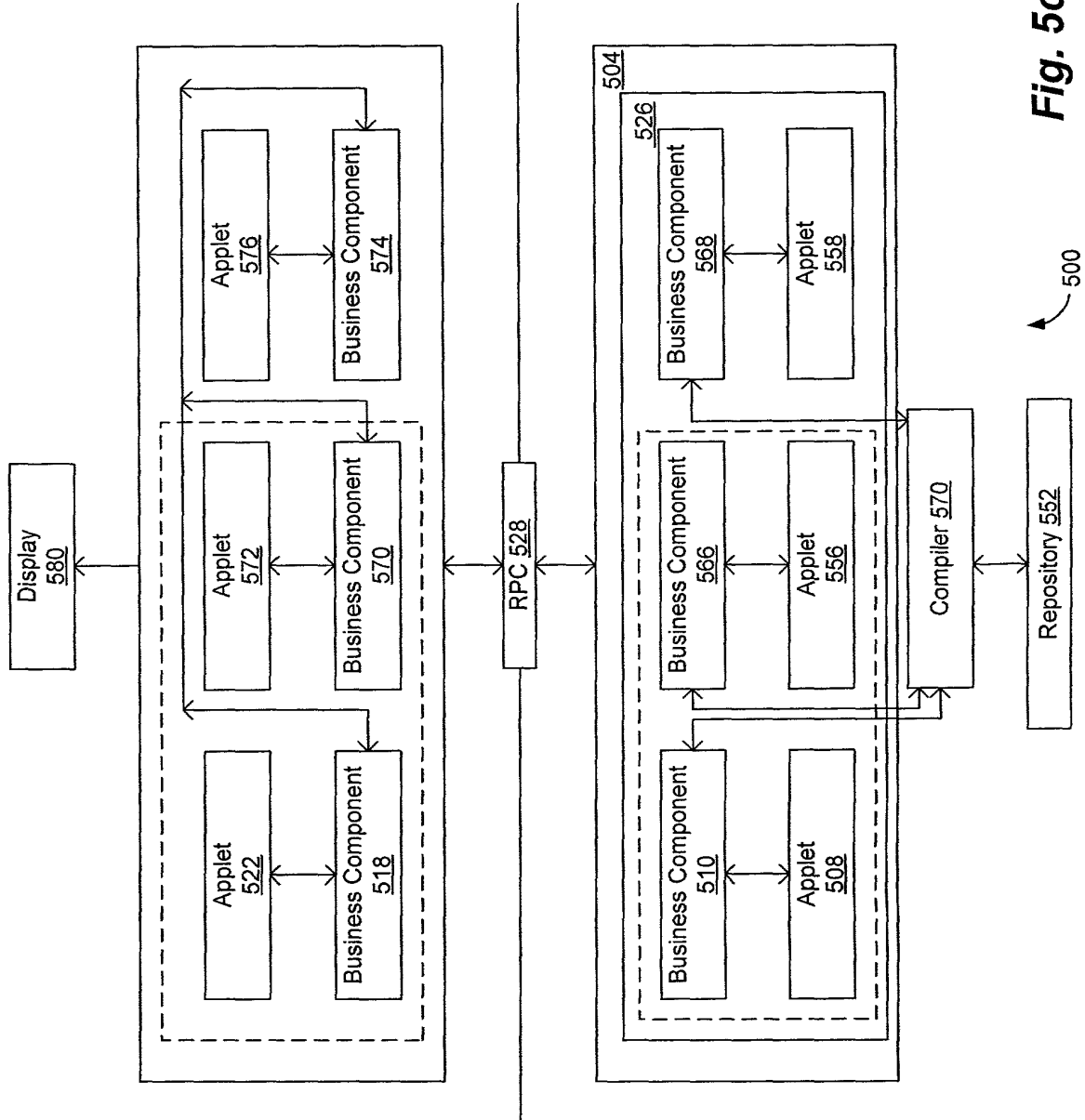


Fig. 5c

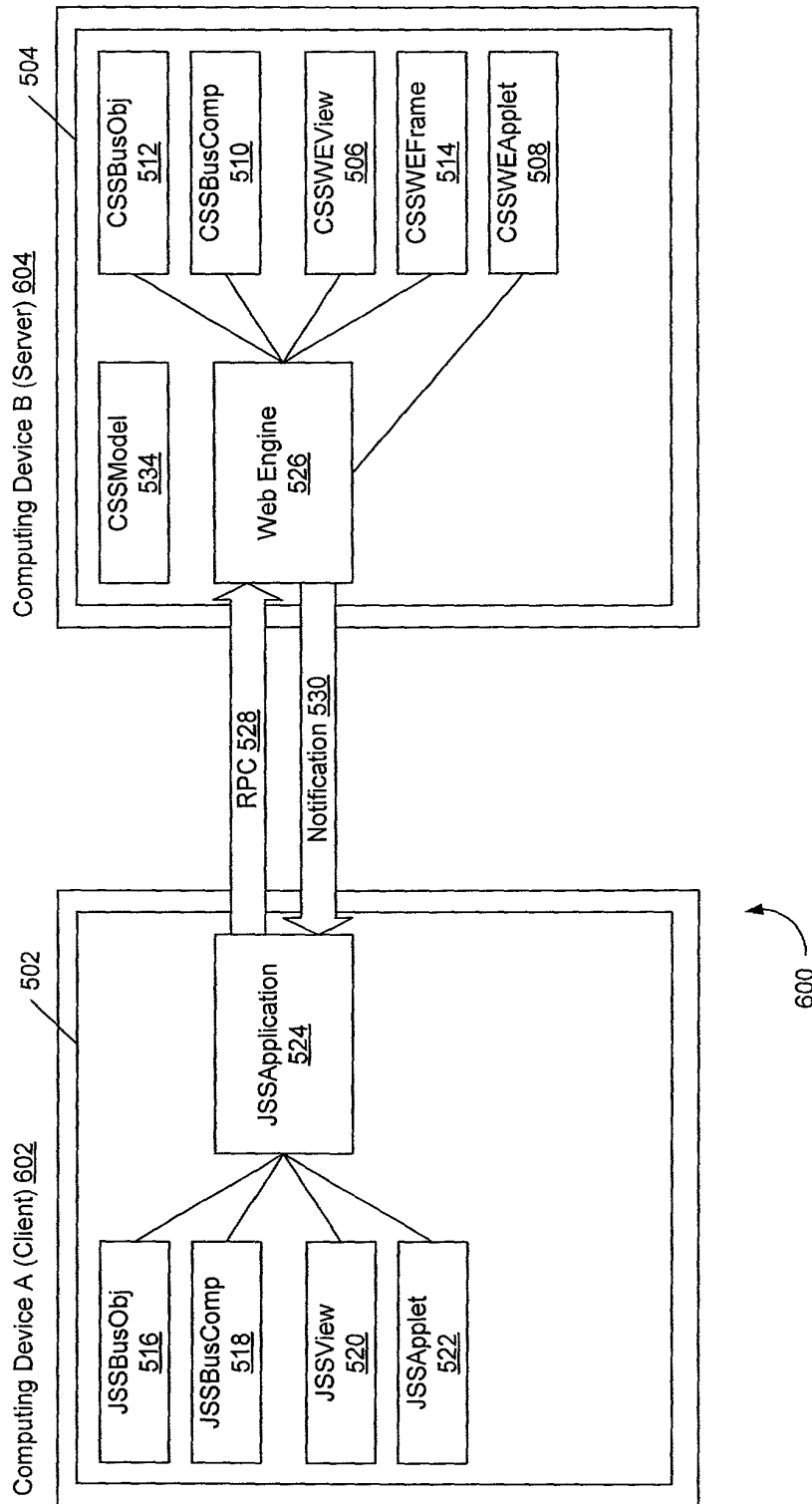


Fig. 6A

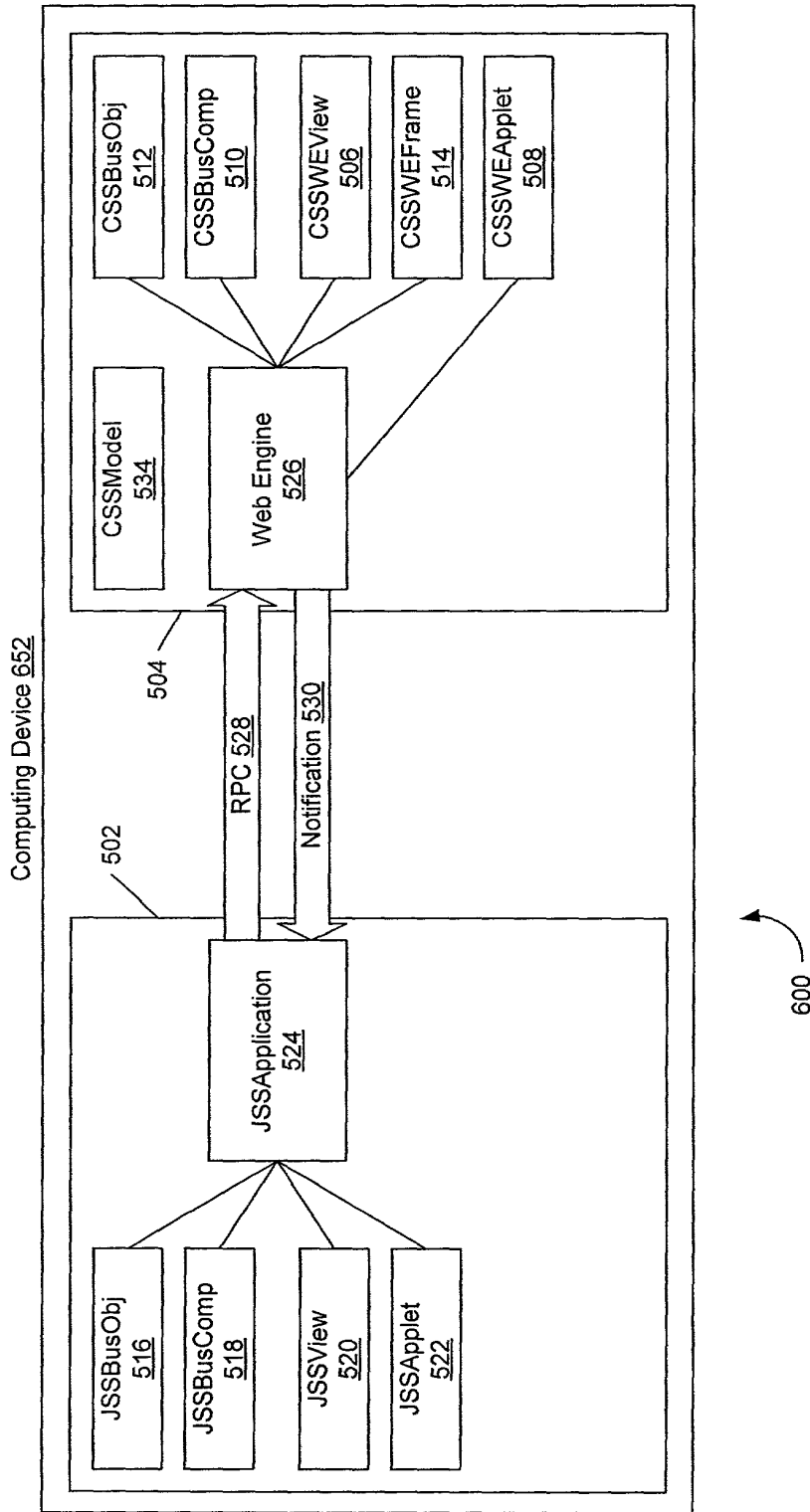


Fig. 6B

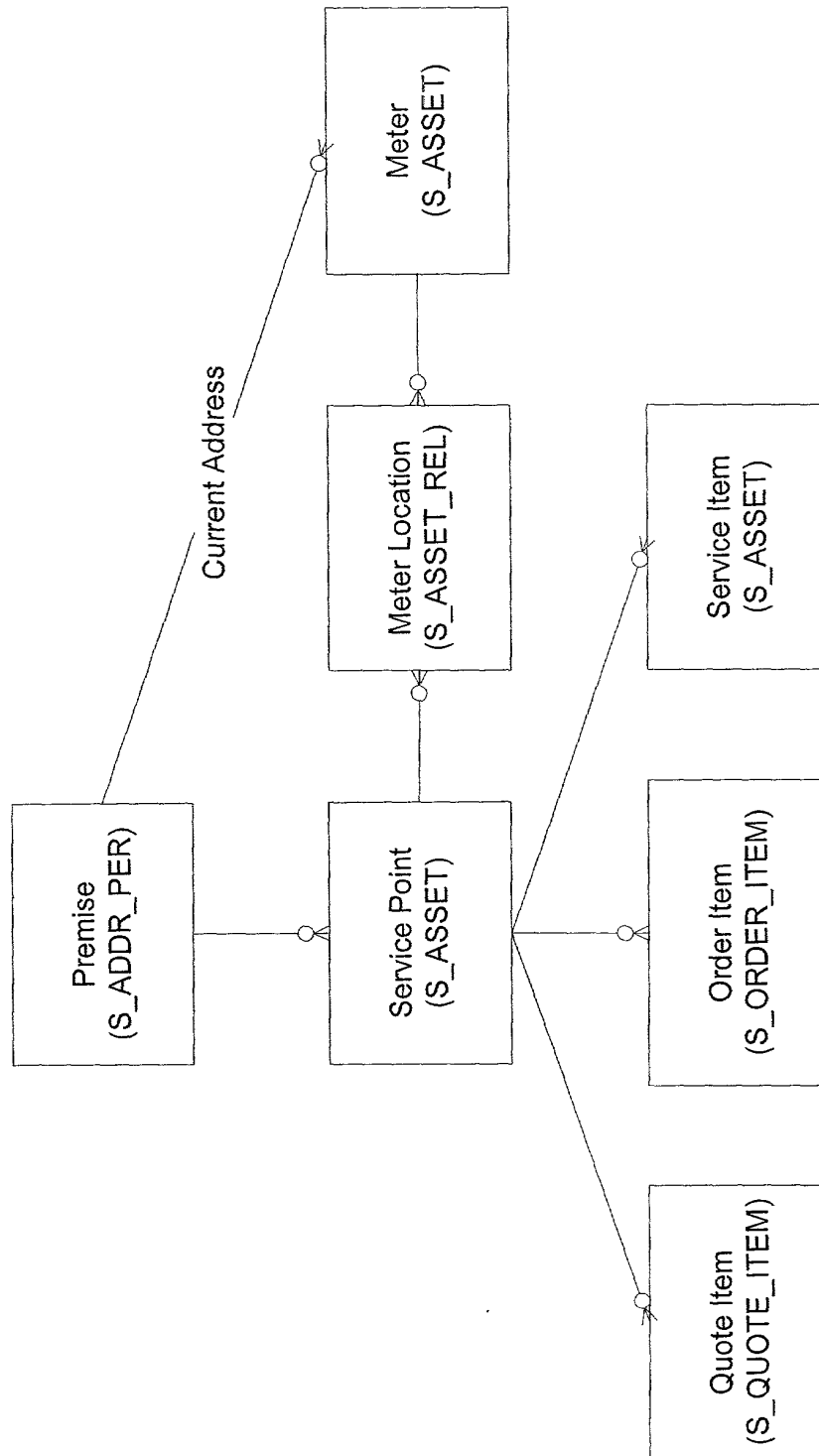


Fig. 7A

200750" 44562001

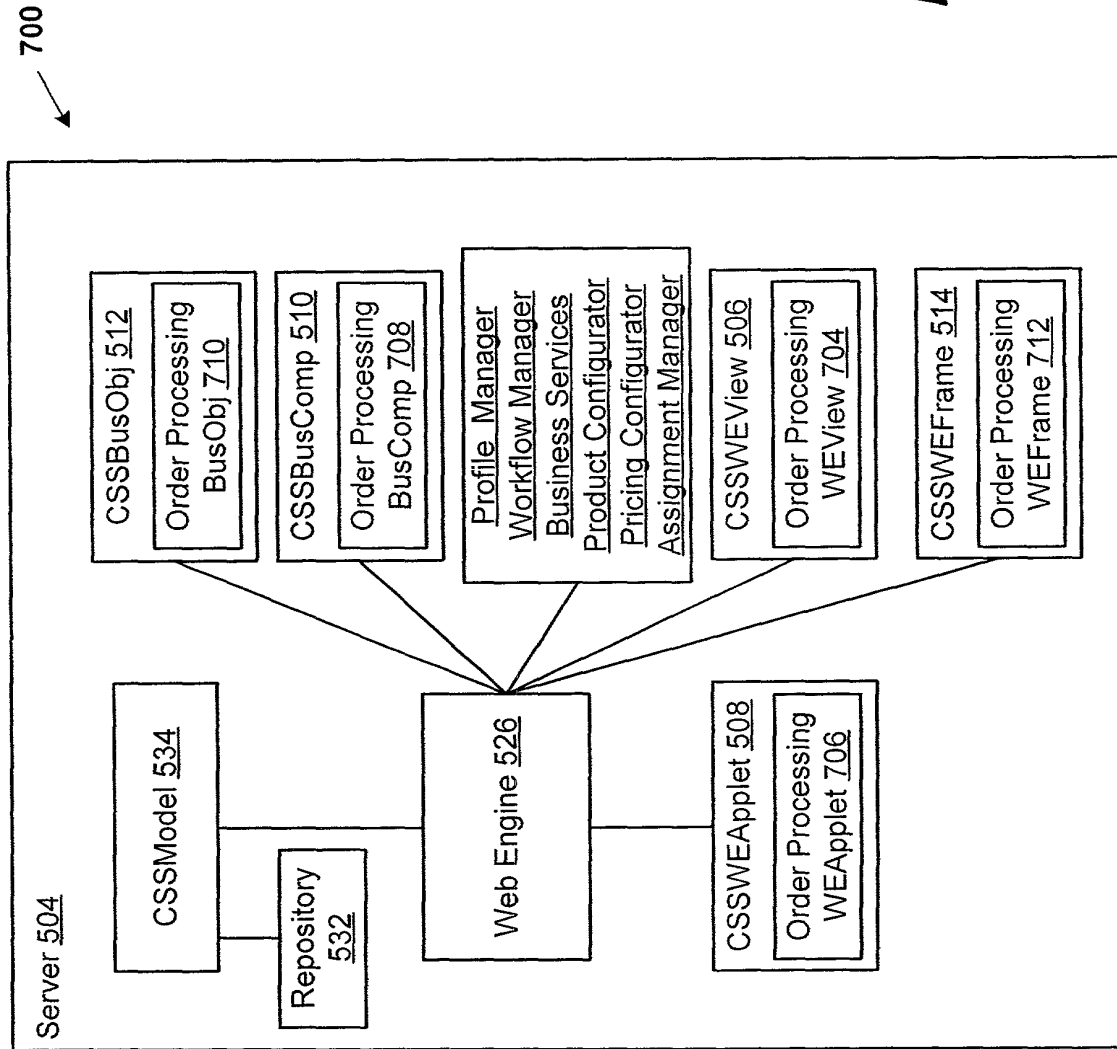


Fig. 7B

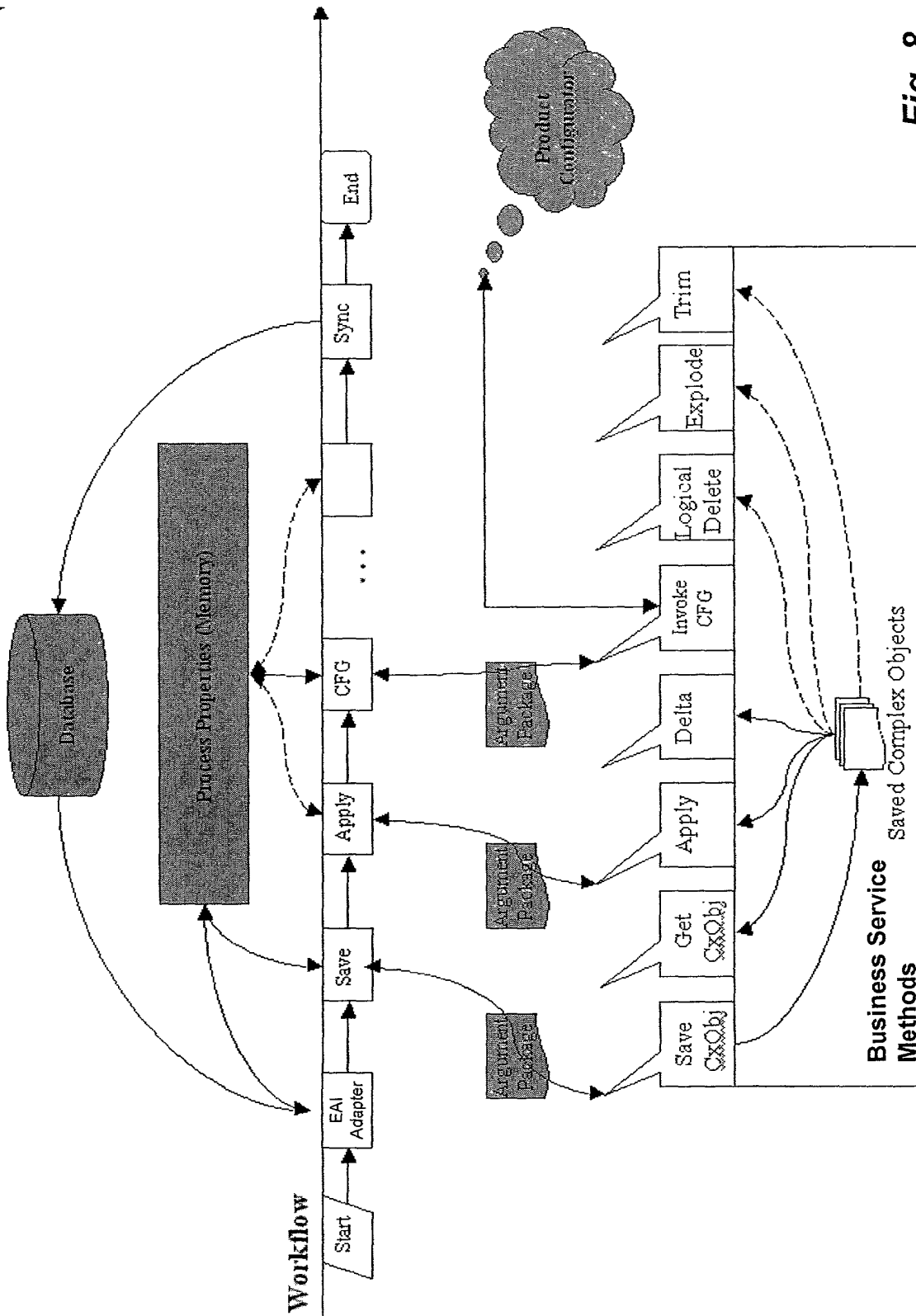


Fig. 8

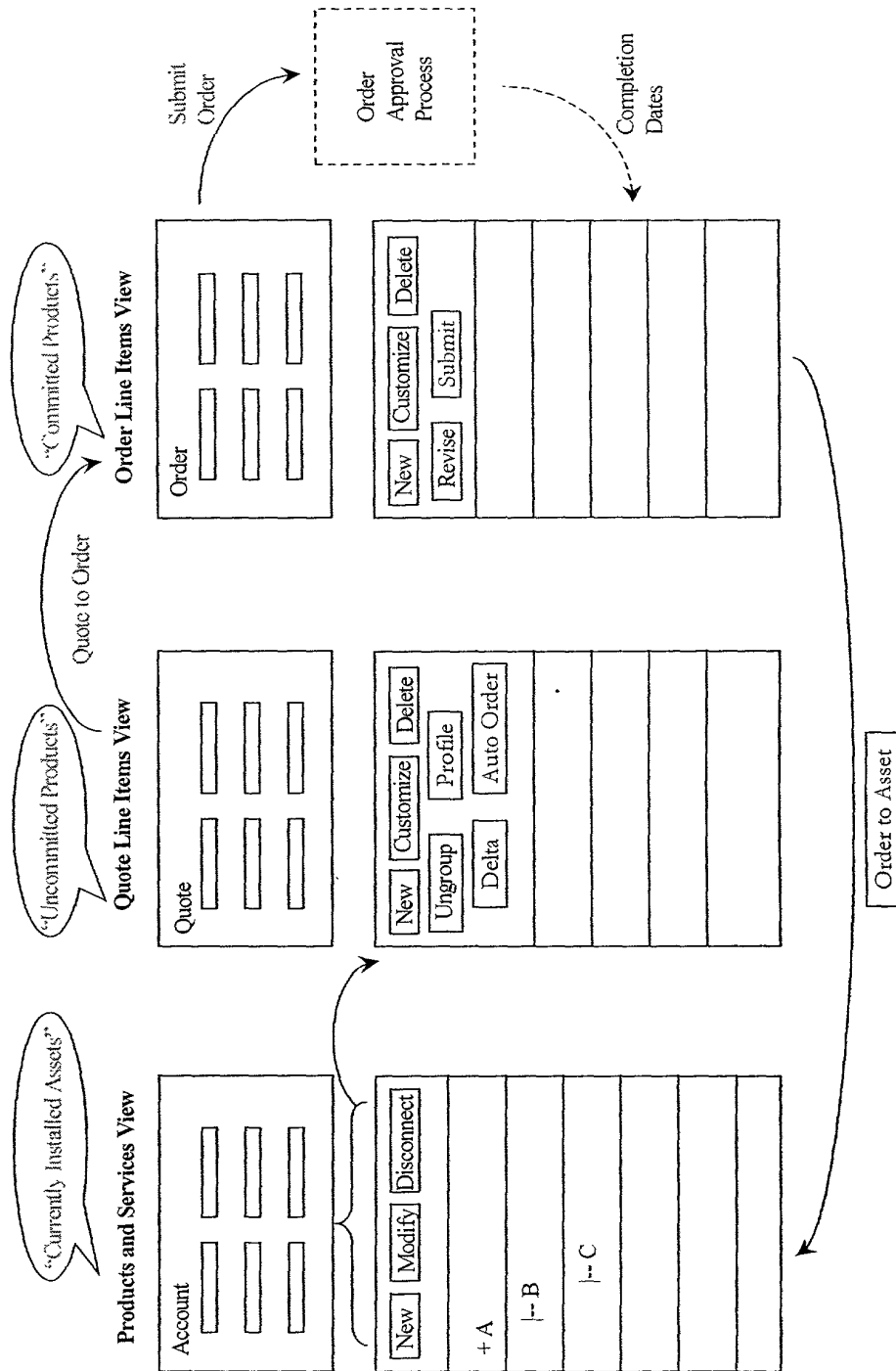


Fig. 9A

900

File Edit View Help

Home Accounts Premises Work Orders Trouble Tickets Service Requests Credit Management Fraud Management Agreements Co

Show: All Accounts

Account:

Accounts

New

Name	Parent	Main Phone #	Status	Type	Account Team	Account Class
ABC Americas East		(908) 456-8900	Active	Distributor	SADMIN	Customer
ABC Mart # 18	Montgomery	(908) 325-6701	Active	Retailer	SADMIN	Customer
ABC Mart #17	Princeton	(908) 325-6702	Active	Retailer	SADMIN	Customer
ABC Mart #21	Pennington	(908) 325-7801	Active	Retailer	SADMIN	Customer
ABC Mart #10	HQ	(908) 456-8900	Active	Distributor	SADMIN	Customer
Ace Corporation		(908) 456-8900	Active	Distributor	SADMIN	Customer
Americas Accounts		(908) 456-8900	Active	Distributor	SADMIN	Customer

More Info Account Affiliations Move Account Catalogs Account D&B Reports Account Team Activities Activity Plans Address Profile Address

Name:

Address Line 1:

City:

State:

Country:

Zip:

Site:

Address Line 2:

Synonyms:

Status:

Industry:

Account Team:

Account Type:

Main Phone #:

Main Fax #:

Account Class:

Fig. 9B

203790 14592007

Fig. 9C

Account A K Fisher > Account

Navigation: Premises Home Accounts Product Admin Application Admin Workflow Admin Work Orders Trouble Tickets Service Requests Assignments Conts All Accounts

Account: A K Fisher

Name: A K Fisher
Address Line 1: 1000 Industrial Way
City: San Bernardino
State: CA
Zip: 91710

Site: Address Line 2:
State: CA

Synonyms:
Status: Active
Industries:
Account Team:
Product Line:

Account Type:
Critic
Main Phone #:
Main Fax #:

Products & Services (Service) — 916

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-5786	A K Parker Agreement	Local Services Bundle
DSL Service		A K Parker Agreement	DSL Service
Wireless Service	415-987-7384	A K Parker Agreement	Wireless Service

Products & Services (Billing) — 918

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-5786	A K Parker Agreement	Local Services Bundle
DSL Service		A K Parker Agreement	DSL Service
Wireless Service	415-987-7384	A K Parker Agreement	Wireless Service

Quotes — 920

Status	Quote Number	Name
Order Placed	12-3726	DSL Lines

Trouble Tickets — 924

Status	Ticket ID #	Abstract
Open	3118104	Busy signals when calling out Lots of wrong numbers

Orders — 922

Status	Order Date	Order #	Type	Opportunity
Pending	07/12/2001	12-3829		

Additional Account Info — 926

Recommended Products — 928

930

Quote # 932

Quote # 1-10/14
 Revision: 1
 *Name: 1-10/14
 Active: ☒
 Comments:

Opportunity: ...
 *Status: Order Placed
 Price List: Application List Prices - eBusiness
 Discount: ...
 Agreement Name: ...
 Organization: Default Organization

Account: Marriott International
 Last Name: Dalton
 First Name: Mike
 *Currency: USD
 Service Account: Marriott International
 Billing Account: Marriott International

Site: HQ
 *Sales Rep: ADMIN
 Effective: 8/2/2001
 Through: 8/2/2001
 *Created: 8/2/2001
 Due:

934

More Info | Attachments | Bill To Ship To | Line Items | Line Item (SAP) | Orders | Terms & Totals | Charts

New | Save | Reprice | Reprice All | Customize | Renumber | Profile | Ungroup | 1-4

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	10	California Dressing	150.00	150.00	1500.00	Each		1248HDJ89	Add

Fig. 9D-1

936

More Info
Agreements
Attachments
Bill To/Ship To
Line Items
Line Item (SAP)
Orders
Terms & Totals
Charts

New
Save
Reprice
Reprice All
Delta Quote
Customize

Sequence	Qty	Item	Start Price	Net Price	Extended Price	Unit	Service ID	Service Point ID	Action
1	10	Call Waiting Wireless B	150.00	150.00	1500.00	Each		1248HD338	
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete

Totals
Line Detail
Attributes

Save
1 of 7+

Item Total MRC: 30.00

Total Item Discount MRC: 10.00

Net Total MRC: 20.00

Adjustment MRC: 0

Item Total MRC: 150.00

Total Item Discount MRC: 100.00

Net Total MRC: 50.00

Adjustment MRC: 0

Comments:
 Description of pricing, discounts and adjustments for both MRC and NRC.

Fig. 9D-2

Fig. 9D-3

936

Totals		Line Item Detail		Attributes	
Save		1 - 2 of 2			
Attribute Name	Data Type	Value	Description	Action	
No. Of Rings	Number	5	Number of rings before call is forwarded	Update	
Forwarding No.	Text	(650) 278-3632	Number to forward call to		

Fig. 9D-4

FIG. 9E

938

Sales Order

Order # 36-14781176
 Type: Sales Order
 Priority: Medium
 Status: Open
 Revision: 1

Account: A.K. Parker
 Site: Santa Clara
 Last Name: Opperman
 First Name: Giles
 Service Account: A.K. Parker (Service)
 Billing Account: A.K. Parker (Billing)

Description: Description to the Sales Order.
 Team: KLAKSHMI
 Organization: Default Organization
 Currency: USD

Opportunity: Service Warranties for Pe
 Quote #: 10-3V6RF
 SR #: 36-J637WEBX
 Agreement Name: Test Agreement

More Info Line Items Terms Payment Attachments Charts Back Office (Oracle 11i) Line Items (SAP S24) Back Office (Oracle 11i) Line Item

(New) (Save) (Discard) (Auto-Add) 1 of 1

Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Status	Action	Service Account	Billing Account
1	1	...	50.00	50.00	50.00	Each	...	Pending Update	...	A.K. Parker (Service)	A.K. Parker (Billing)

Fig. 9E

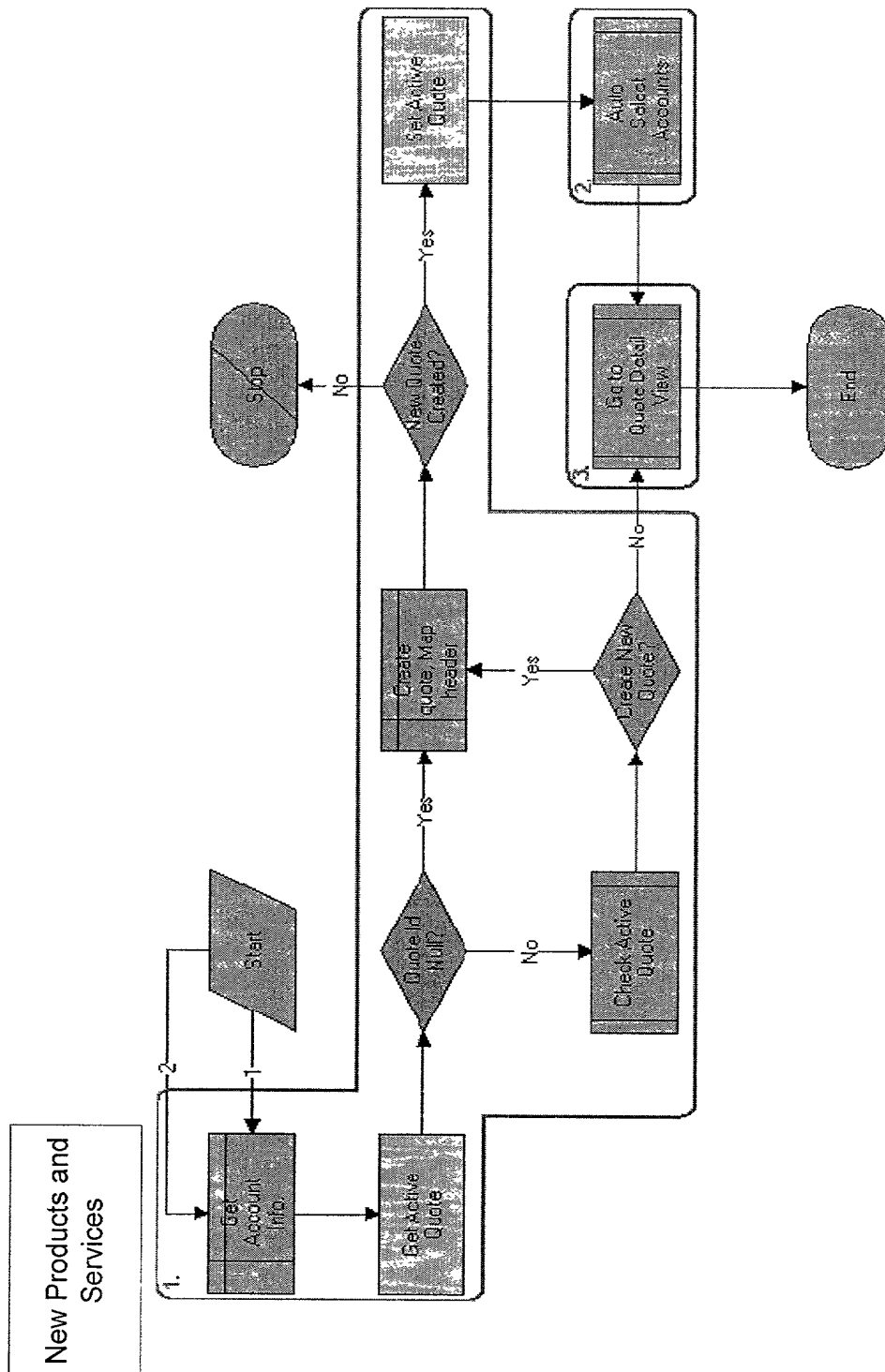


Fig. 10A

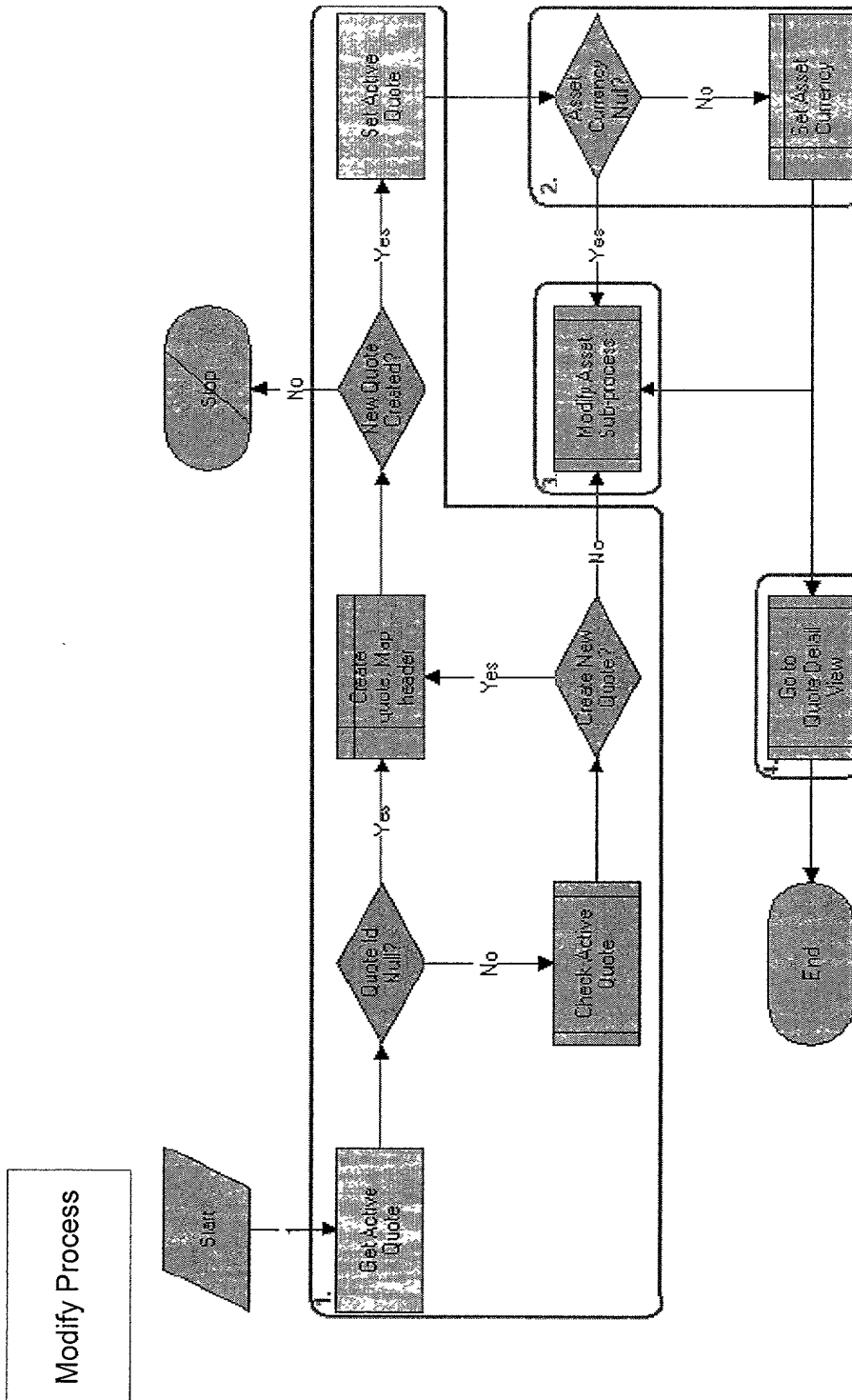


Fig. 10B-1

200907458001

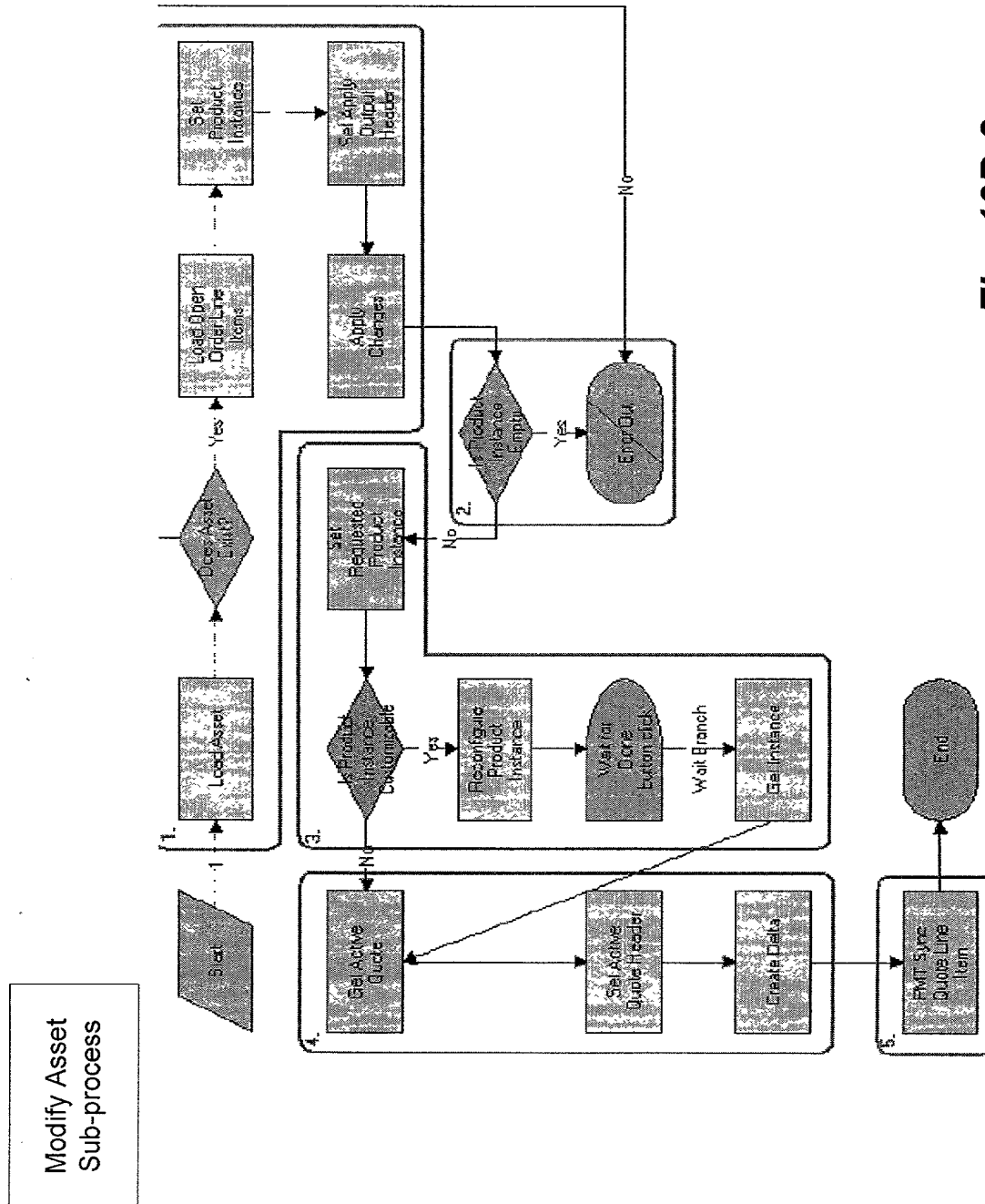


Fig. 10B-2

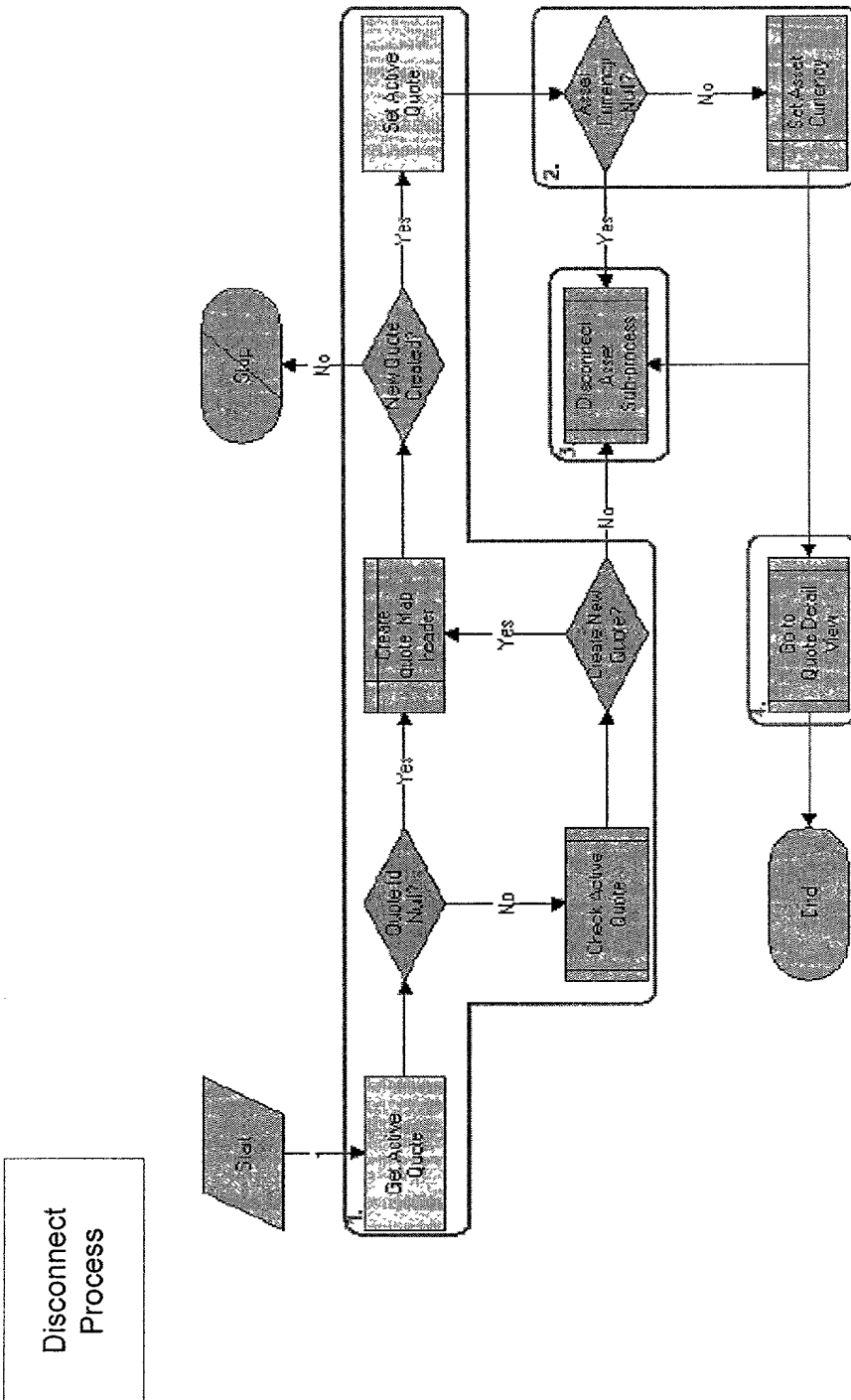


Fig. 10C-1

20250907 14:58:00

2005T090745000T

Disconnect Asset
Sub-Process

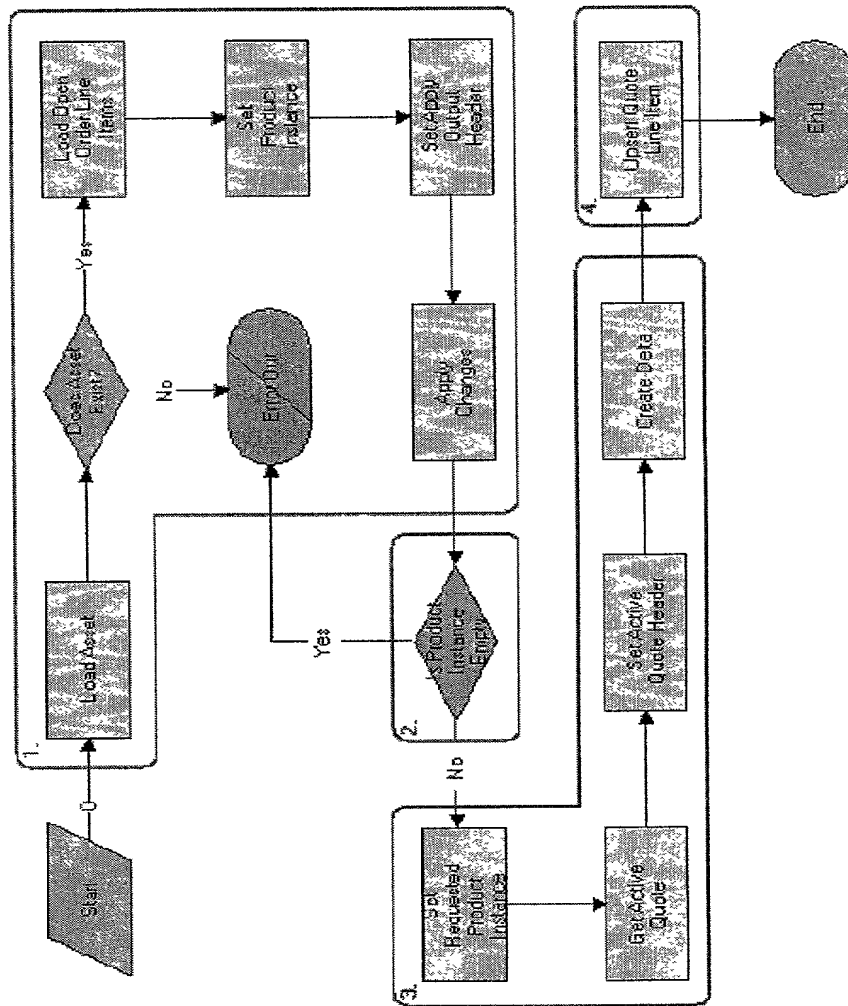


Fig. 10C-2

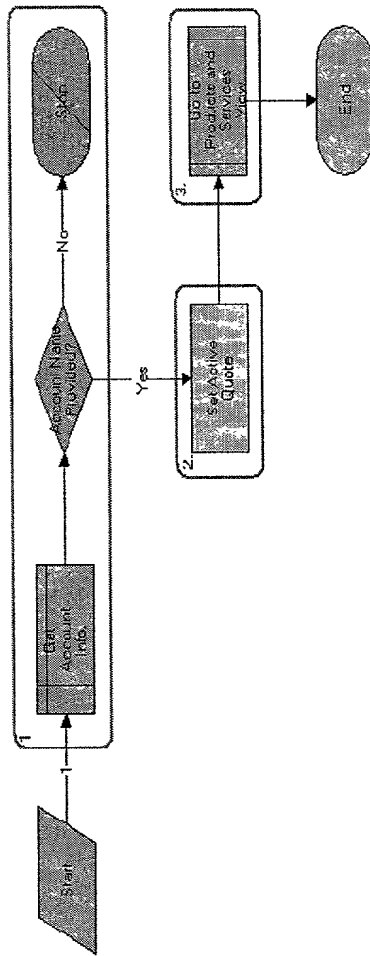


Fig. 10D

Profile Process

2007 90" 1450007

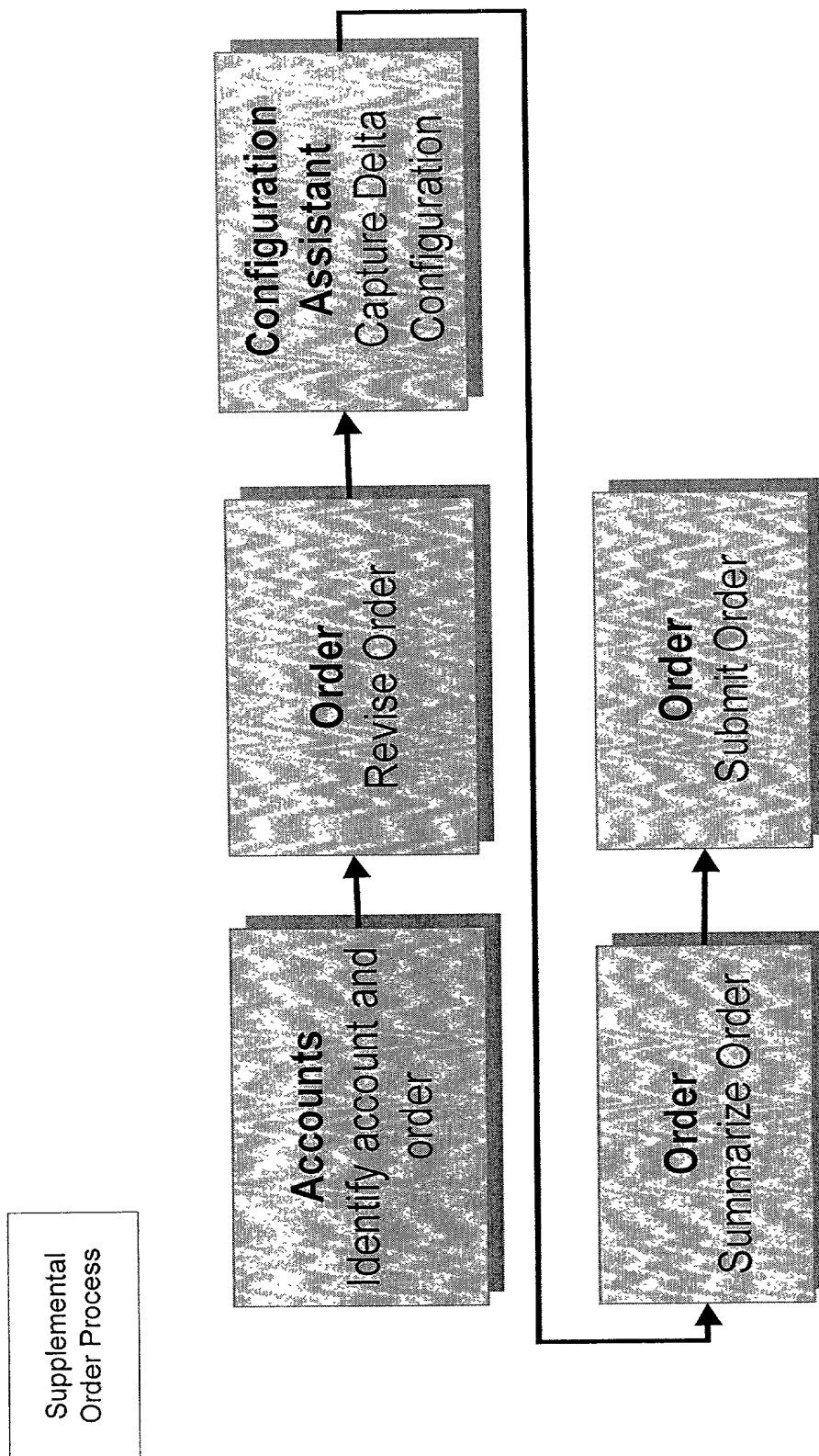


Fig. 10F

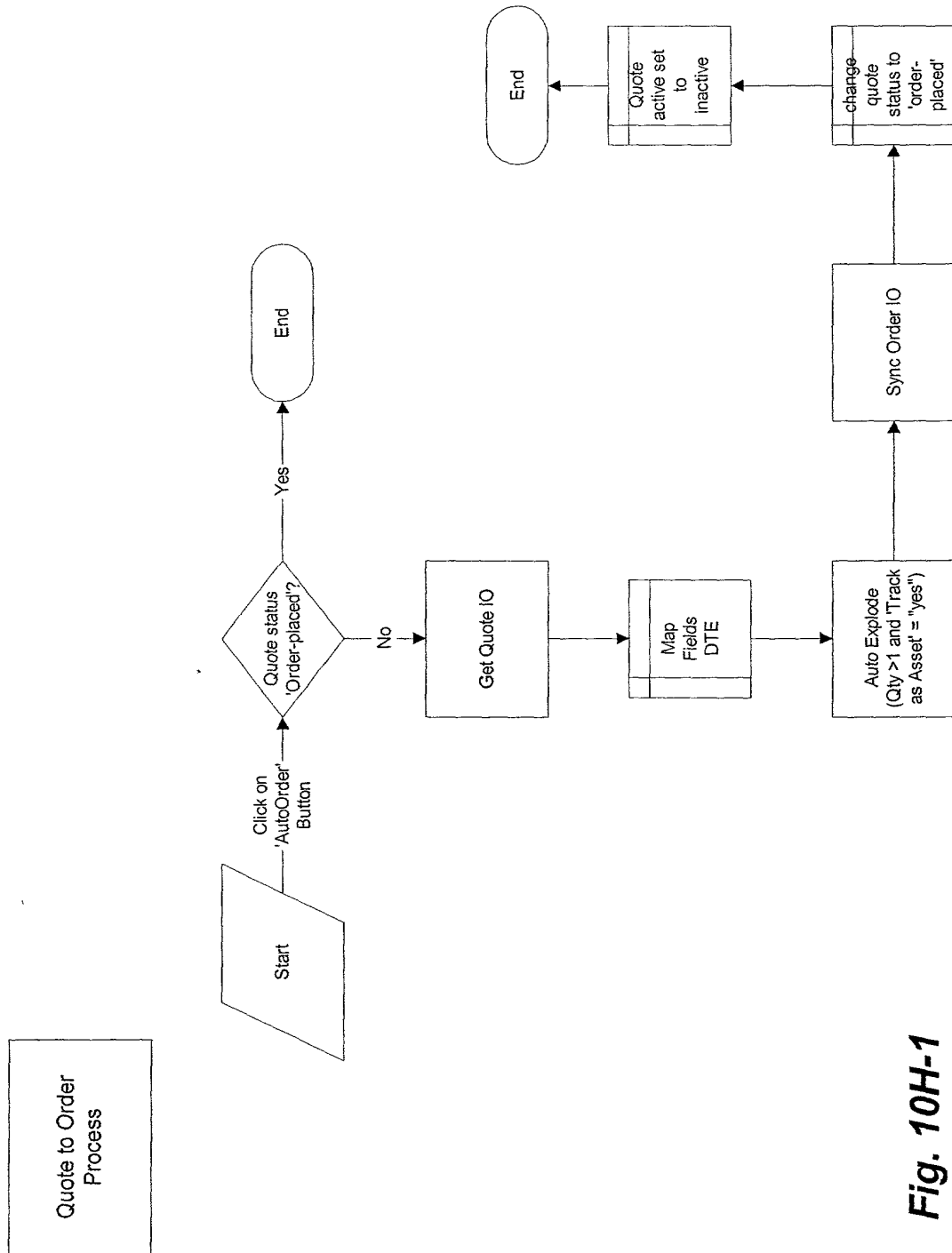


Fig. 10H-1

Quote: **Quote**

Quote #: 1-10MLH
 Revision: 1
 *Name: 1-10MLH
 Active: ☒

Opportunity:
 *Status: Order Placed
 Price List: Application List Prices - eBusine...
 Discount:

Account: Marriott International
 Last Name: Dalton
 First Name: Mike
 *Currency: USD

Agreements **Attachments** **Bill To Ship To** **Shipments** **Product Search** **Line Items**

Order # 12701743604 **Order Date** 9/18/2004 12:38:26 PM **Type** Sales Order **Status** Open **Account** Marriott International **Priority** Medium

Sales Order
Service Order
Columns Displayed ...
Advanced Sort ...
Change Records
Merge Records
Import ...
Export ...
Select All
Invert Selection
New Record
Edit Record
Save Record
Copy Record
Undo Record
Delete Record
New Query
Run Query
Refine Query
First Records
Last Records

FIG. 10H-2

Update
Opportunity
Process

2003T033 145300T

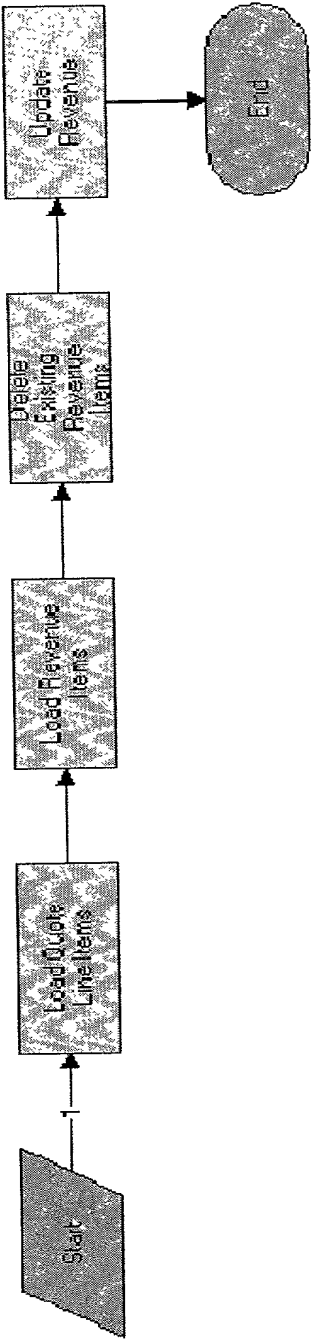


FIG. 101

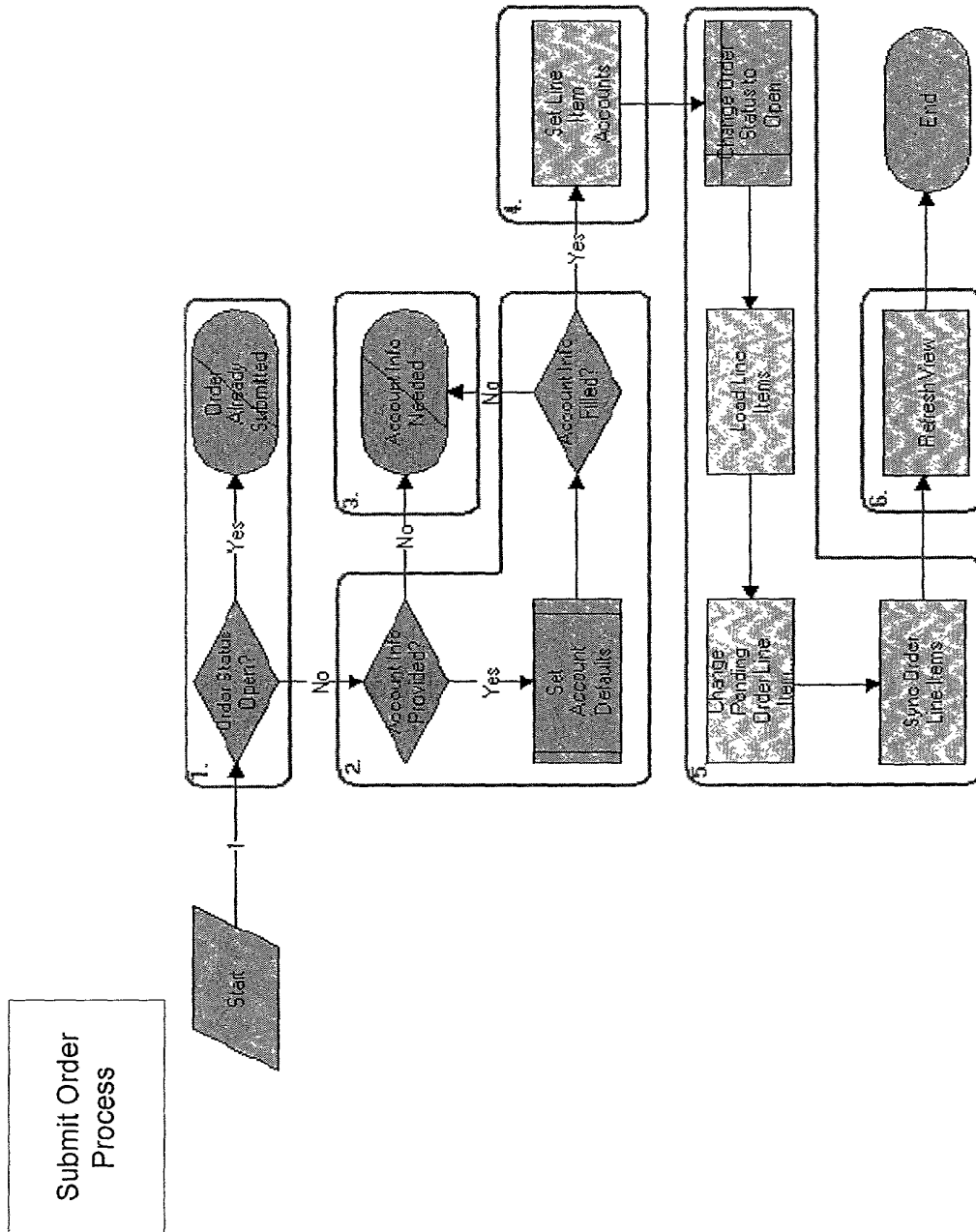


Fig. 10J

2007-03-14 14:30:00

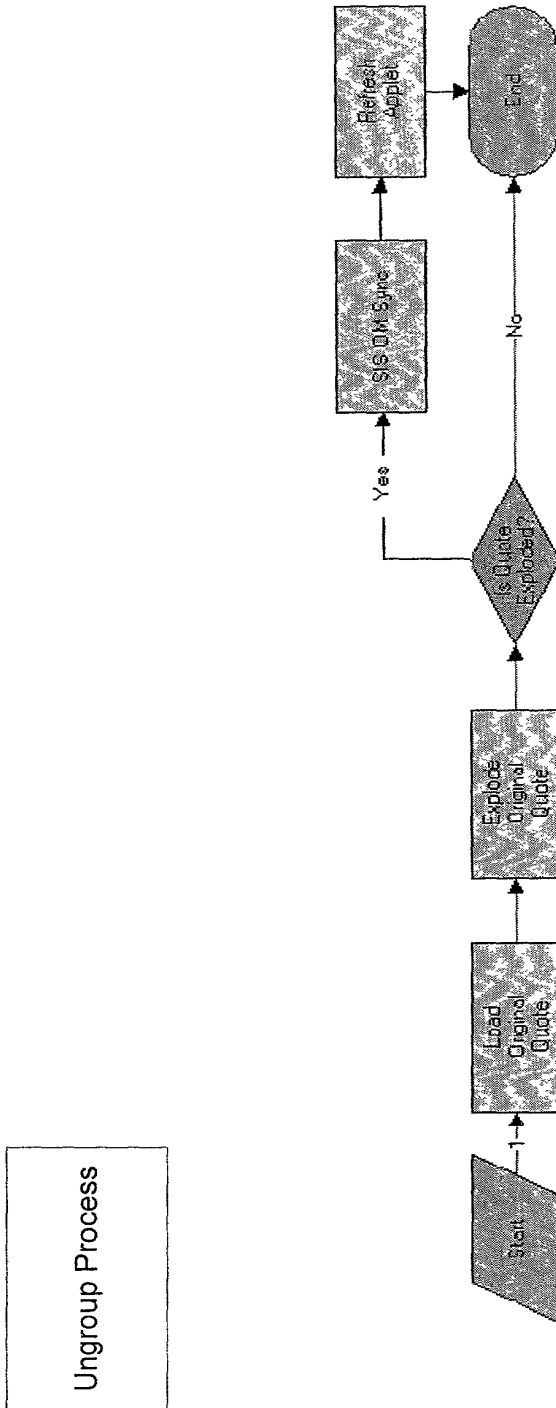


Fig. 10K

2005091458001

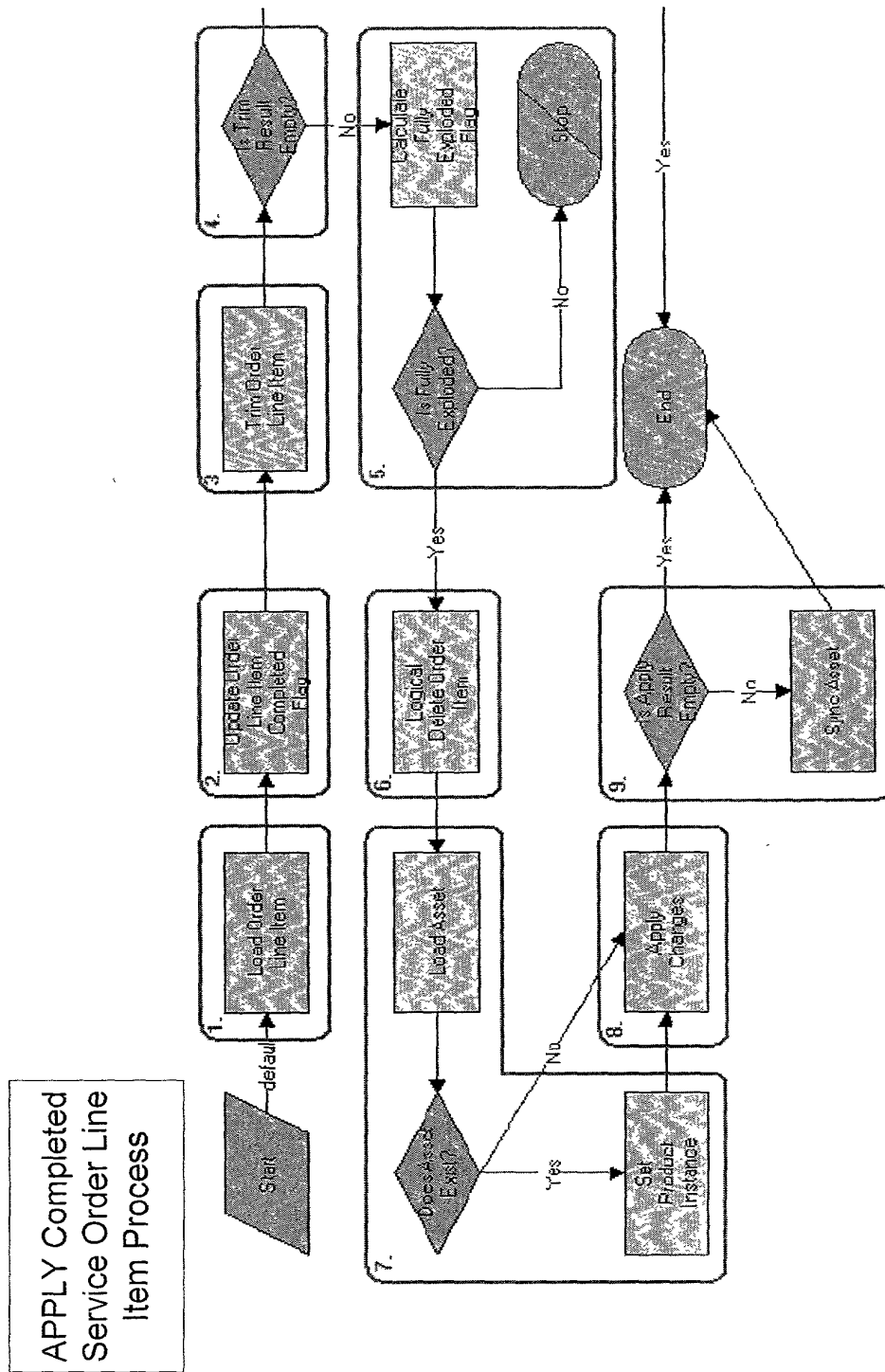


Fig. 10L

Move Process

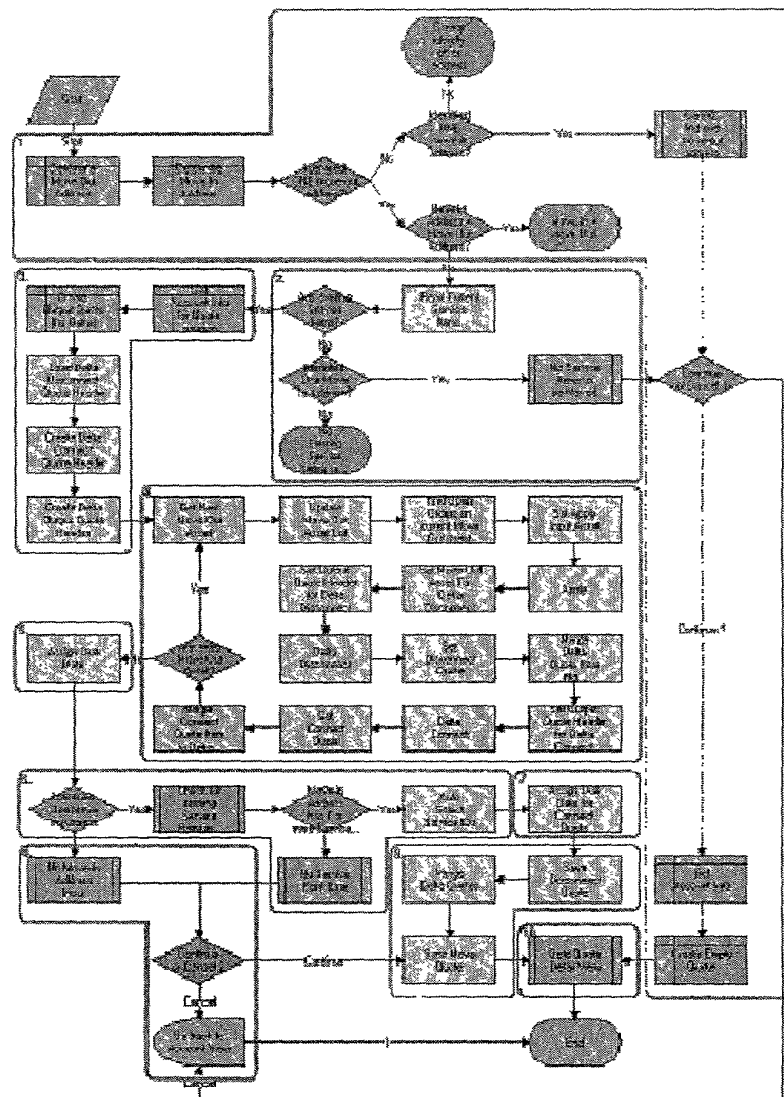


Fig. 10M

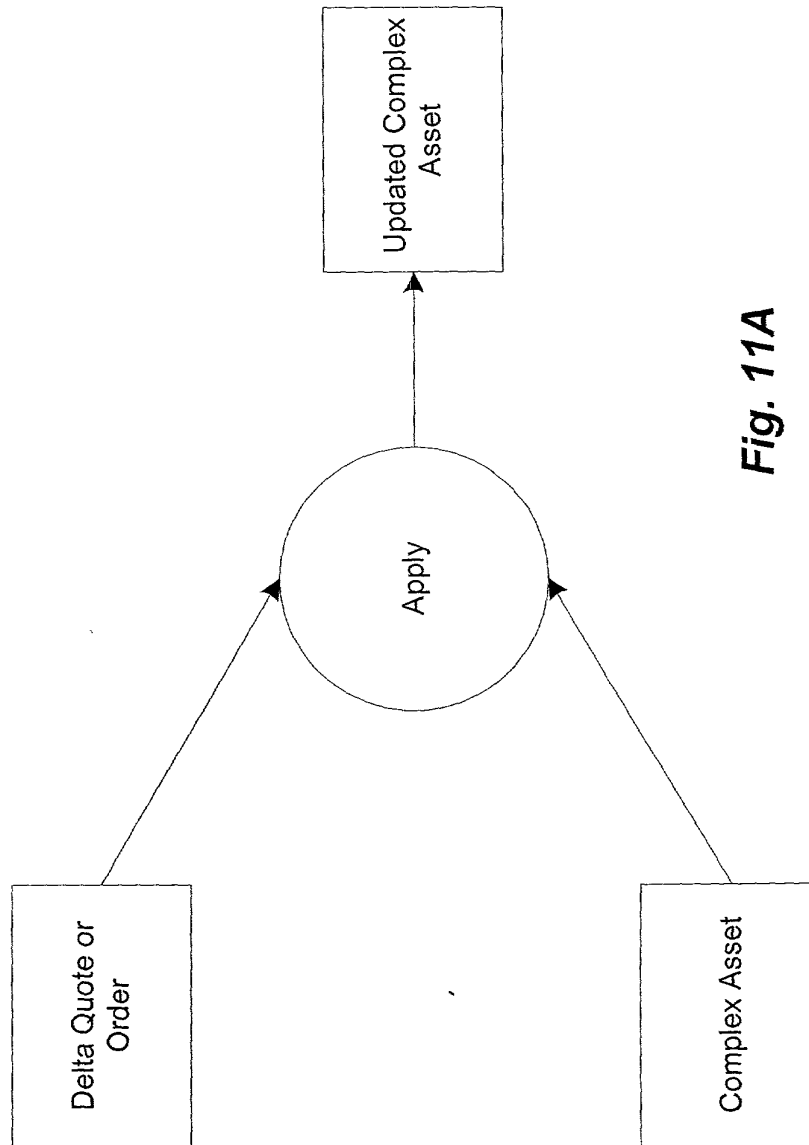


Fig. 11A

20250714 15:32:00

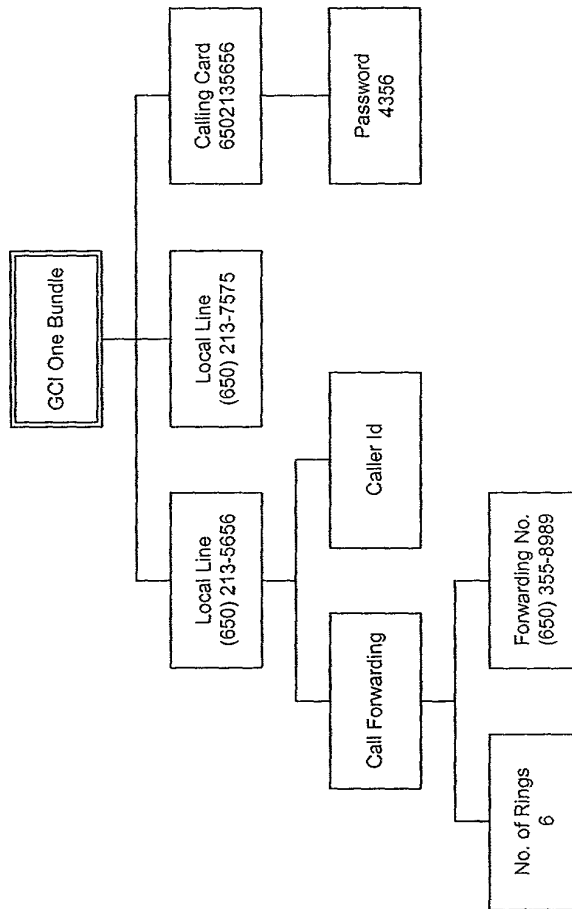


Fig. 11B-1

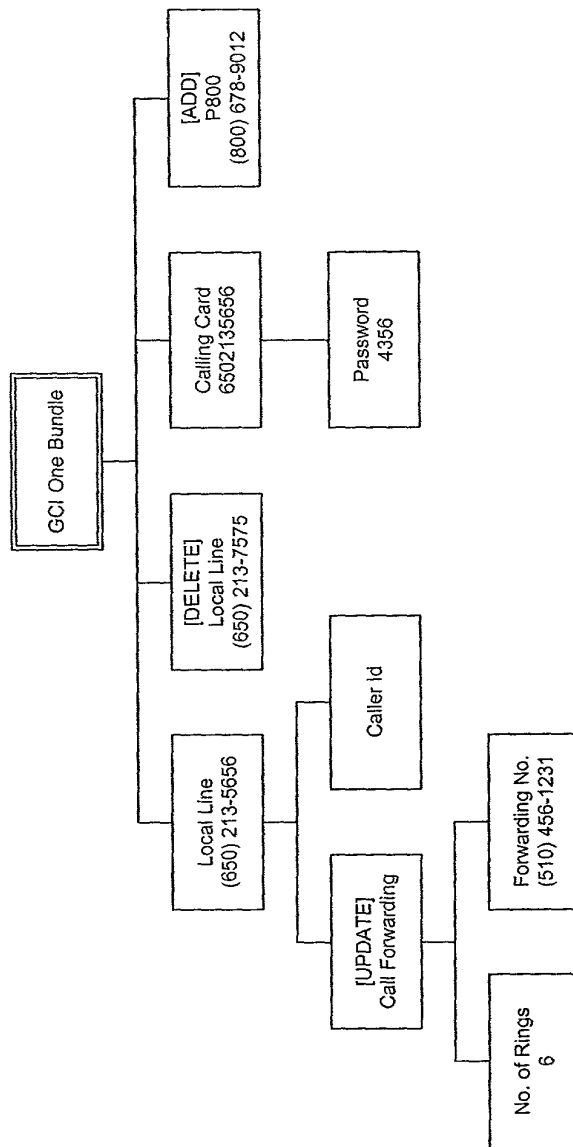


Fig. 11B-2

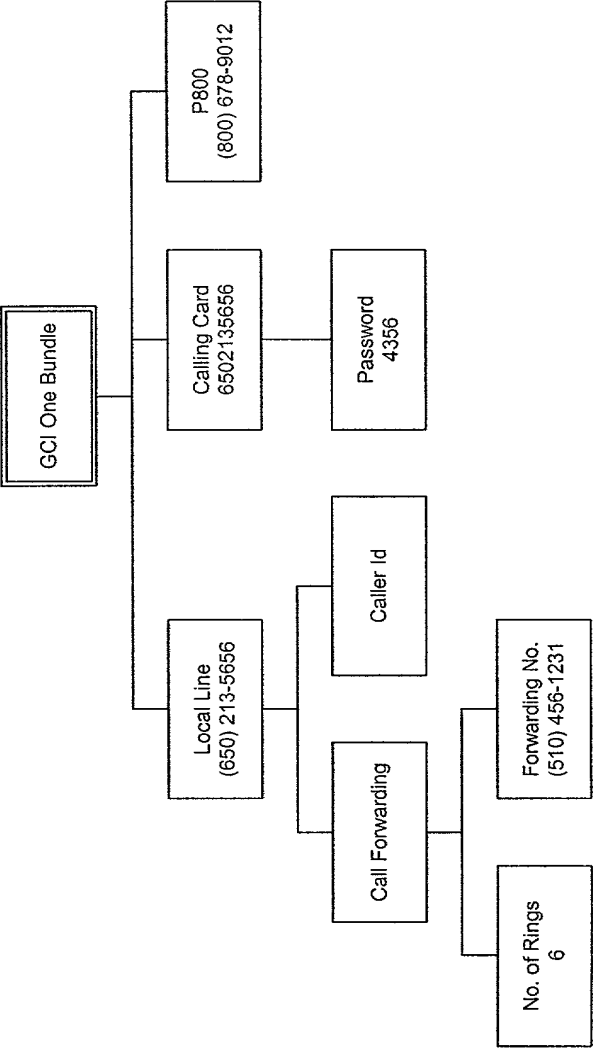


Fig. 11B-3

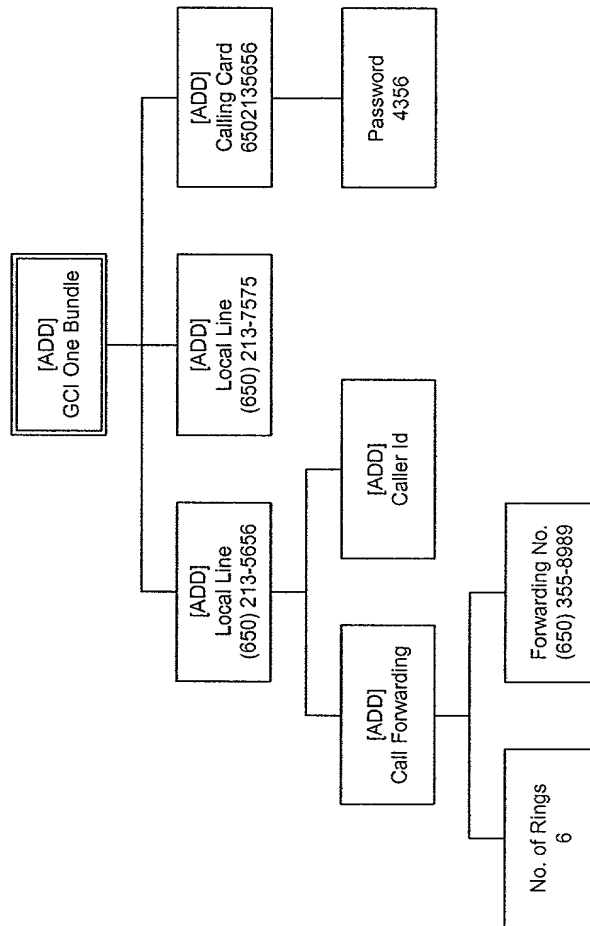


Fig. 11C-1

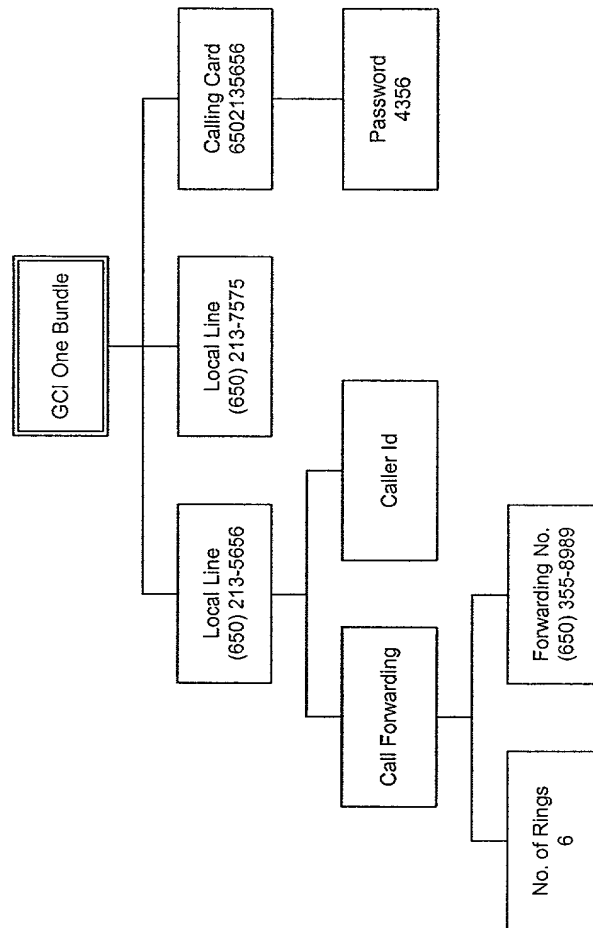


Fig. 11C-2

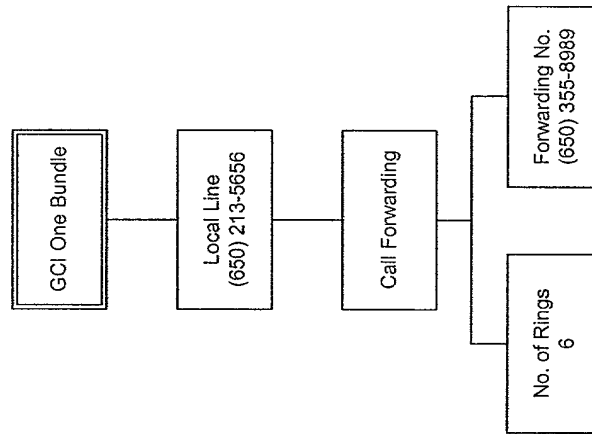


Fig. 11D-1

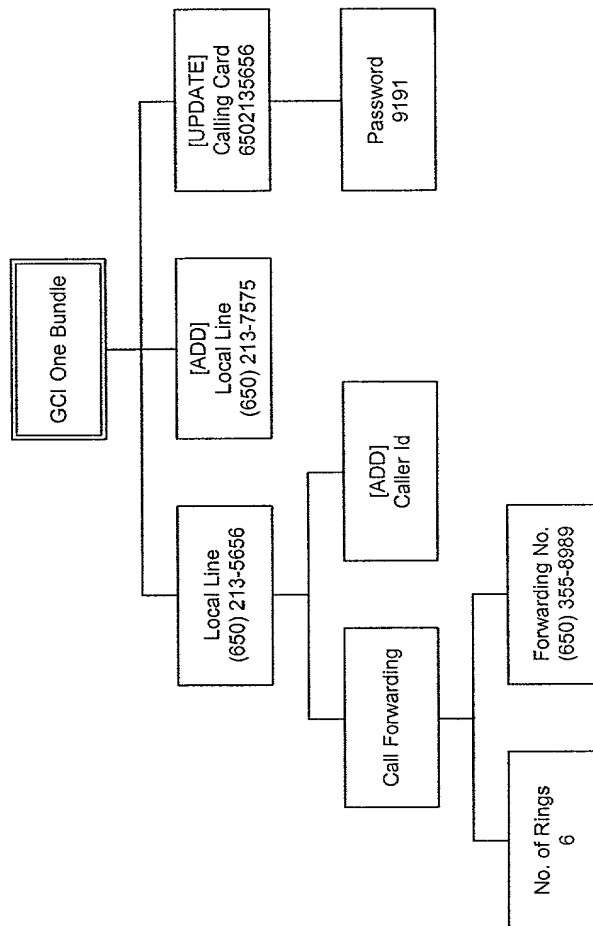


Fig. 11D-2

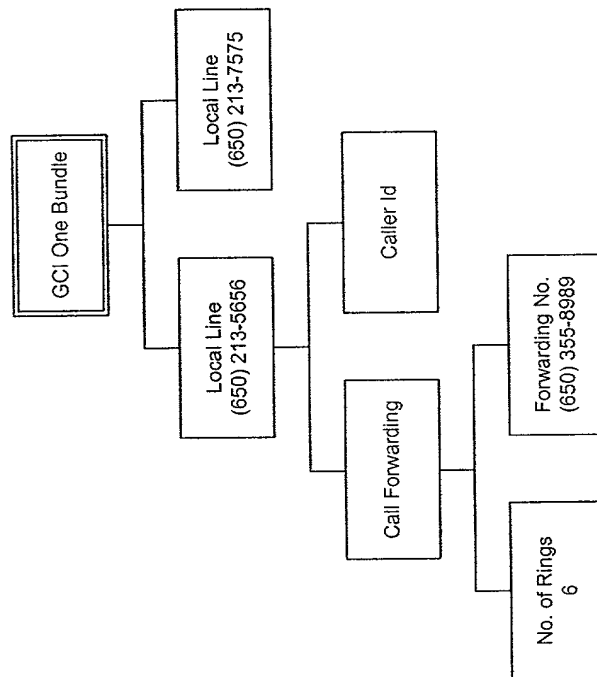


Fig. 11D-3

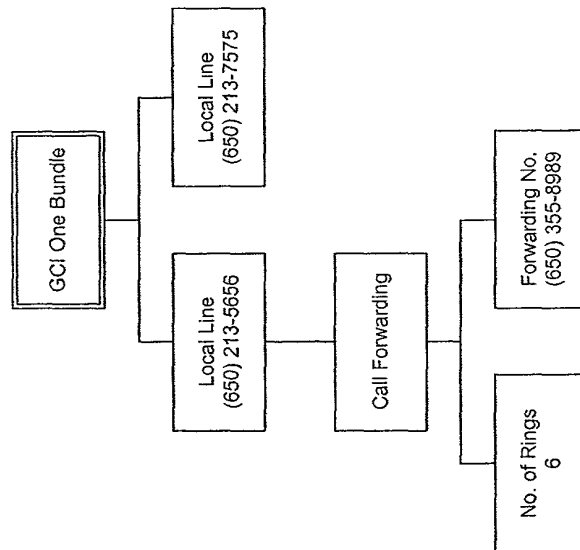


Fig. 11E-1

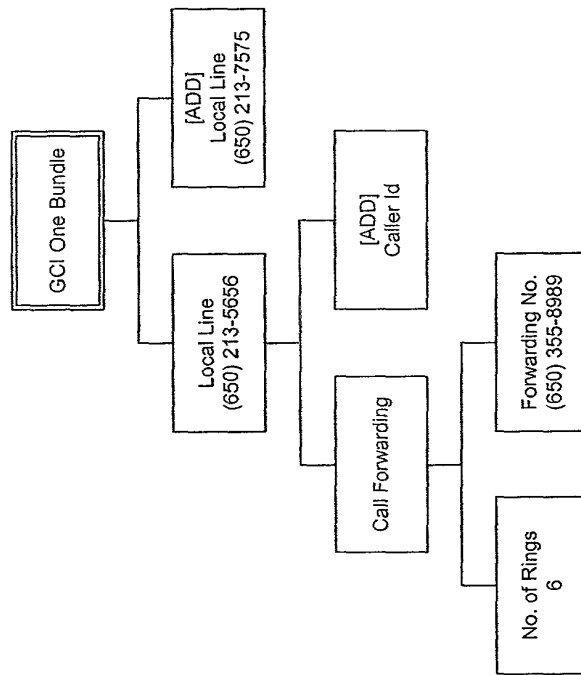


Fig. 11E-2

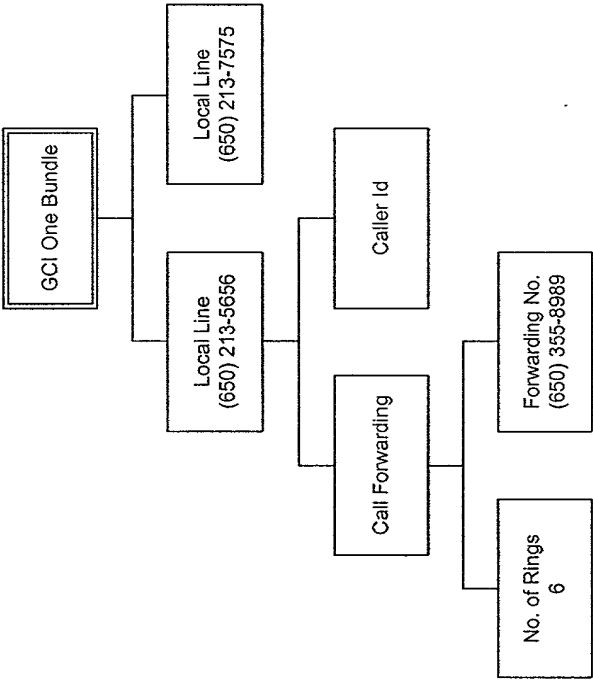


Fig. 11E-3

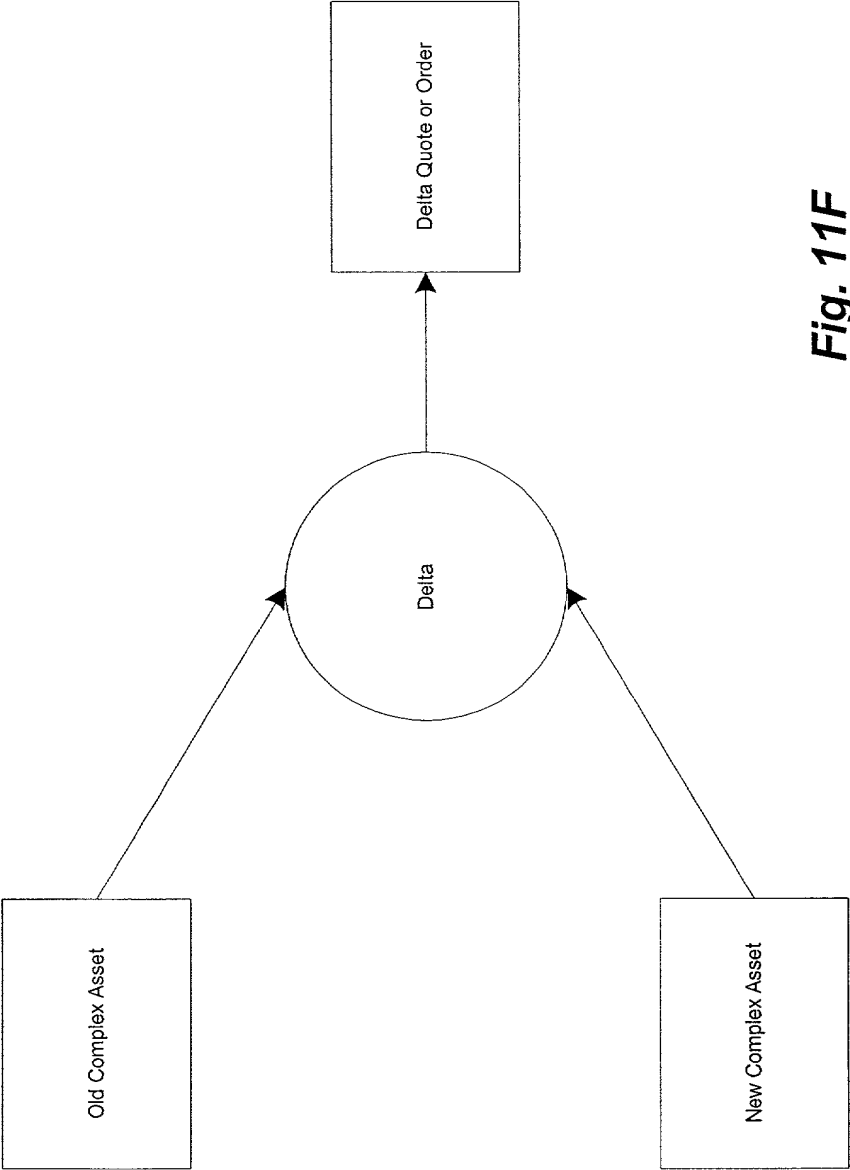


Fig. 11F

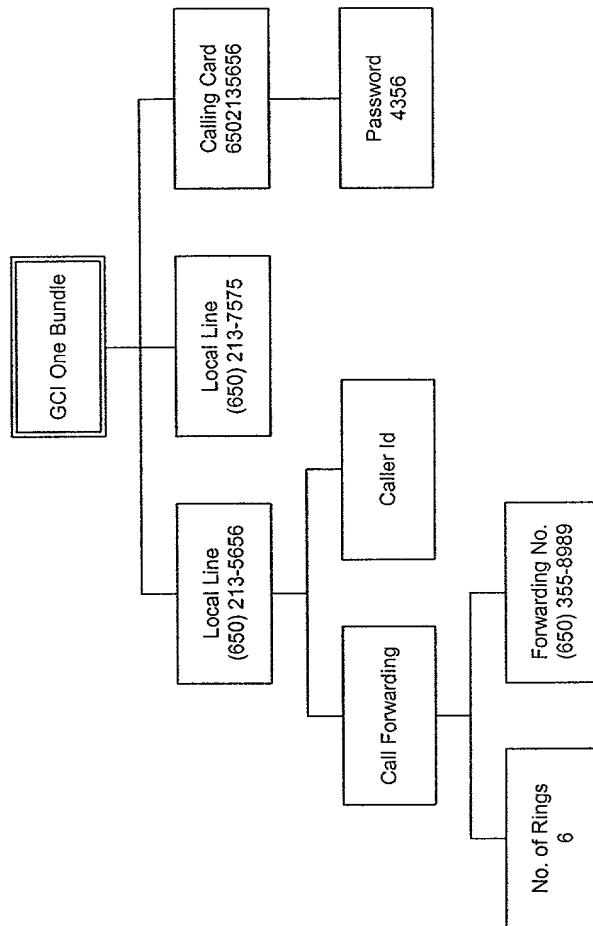


Fig. 11G-1

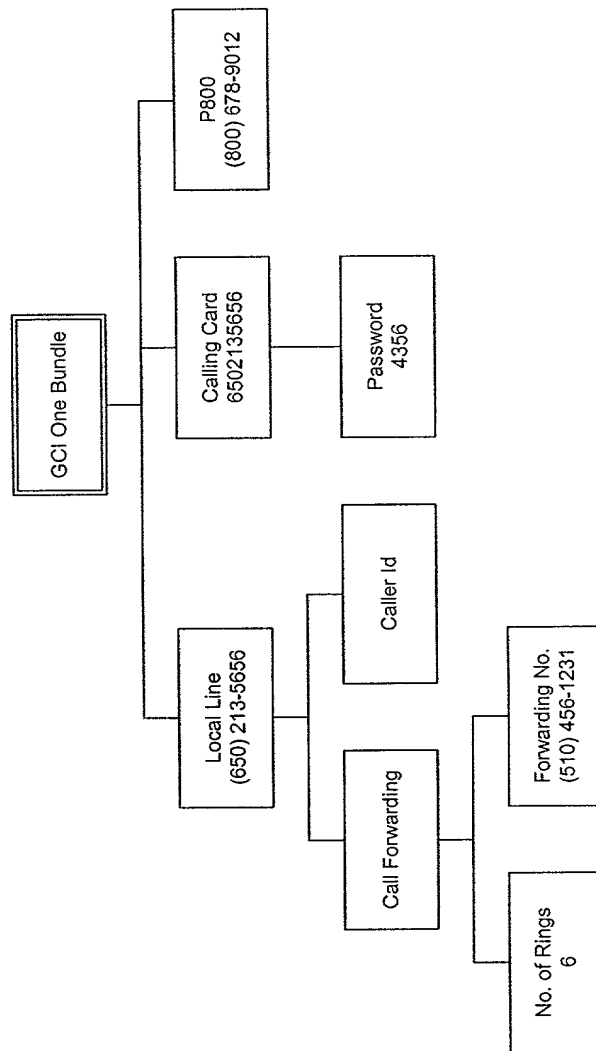


Fig. 11G-2

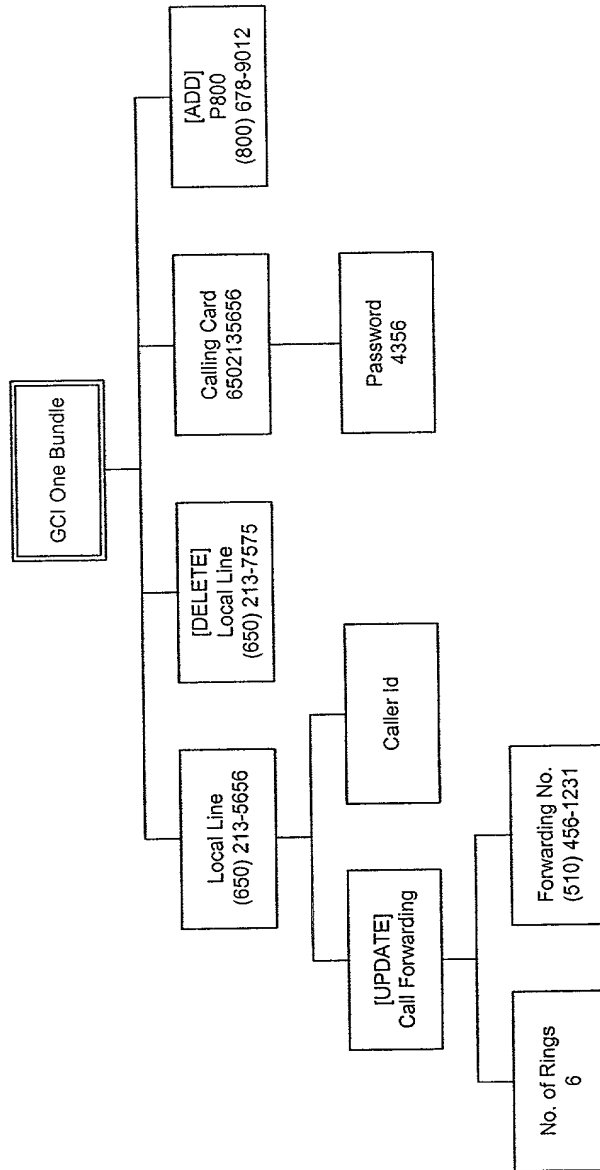


Fig. 11G-3

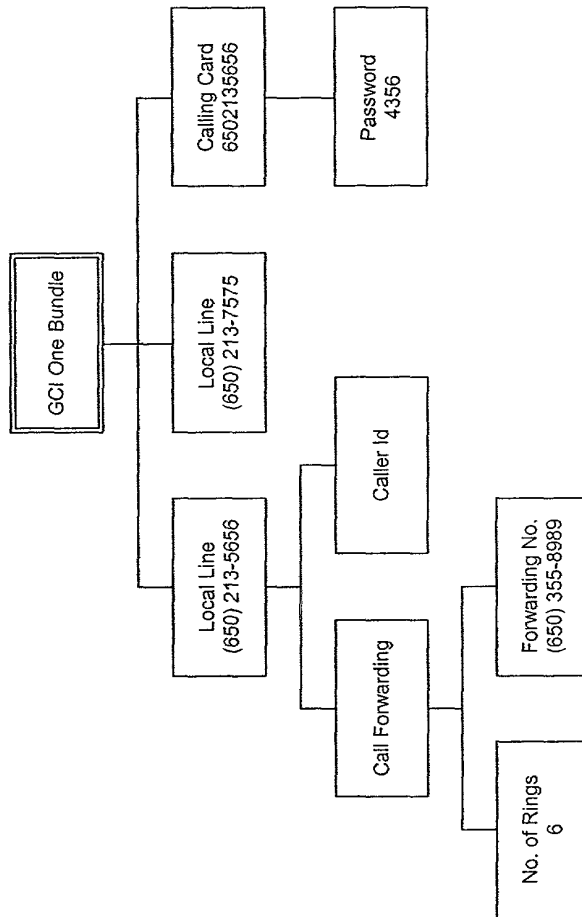
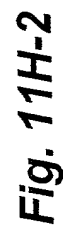


Fig. 11H-1



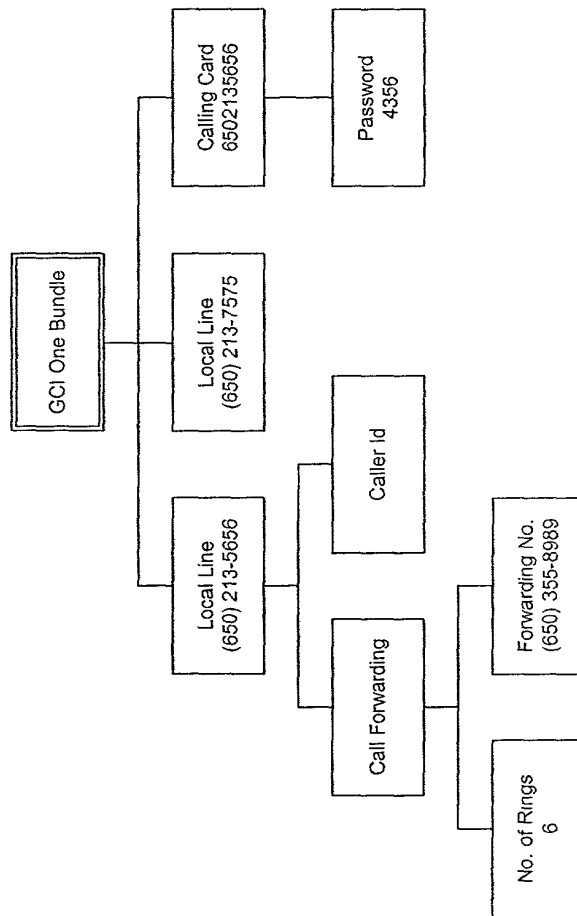


Fig. 11I-1

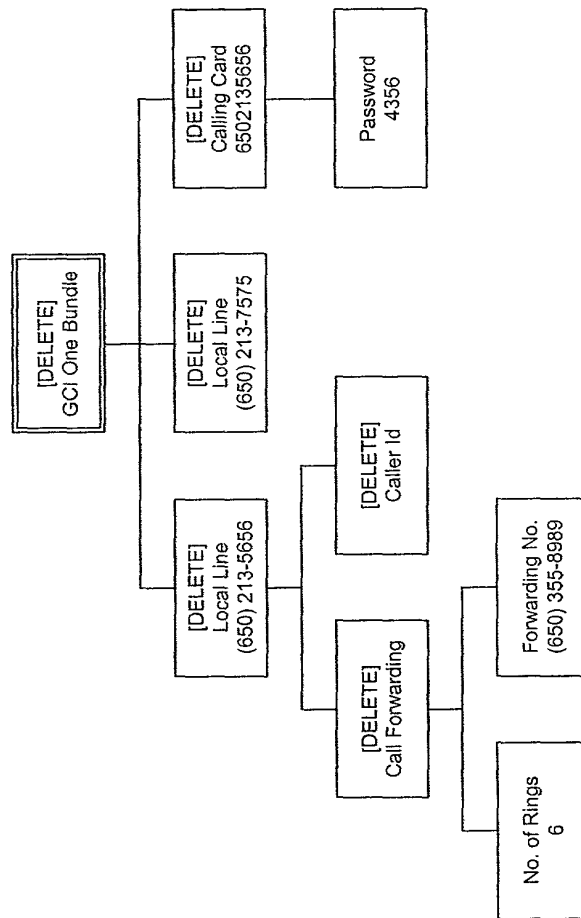


Fig. 11I-2

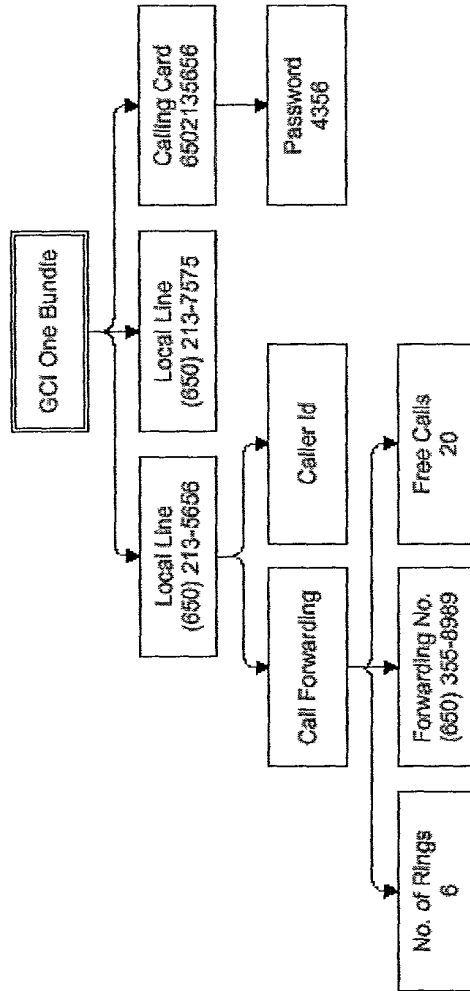


FIG. 11J-1

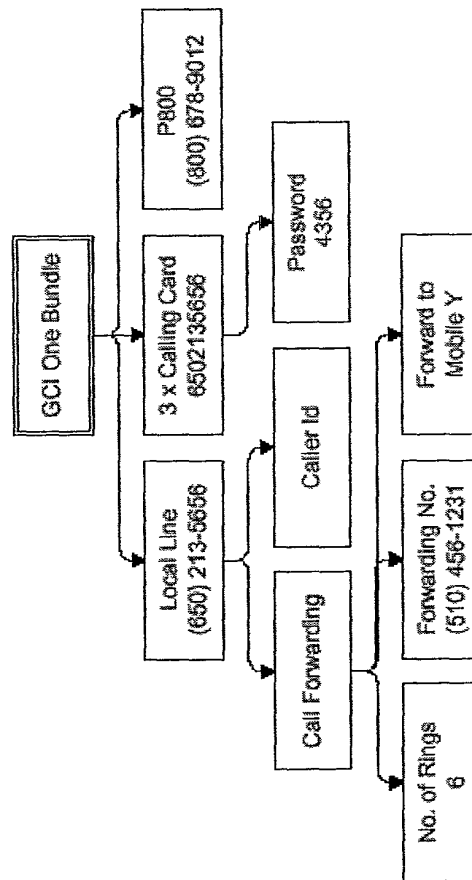


FIG. 11J-2

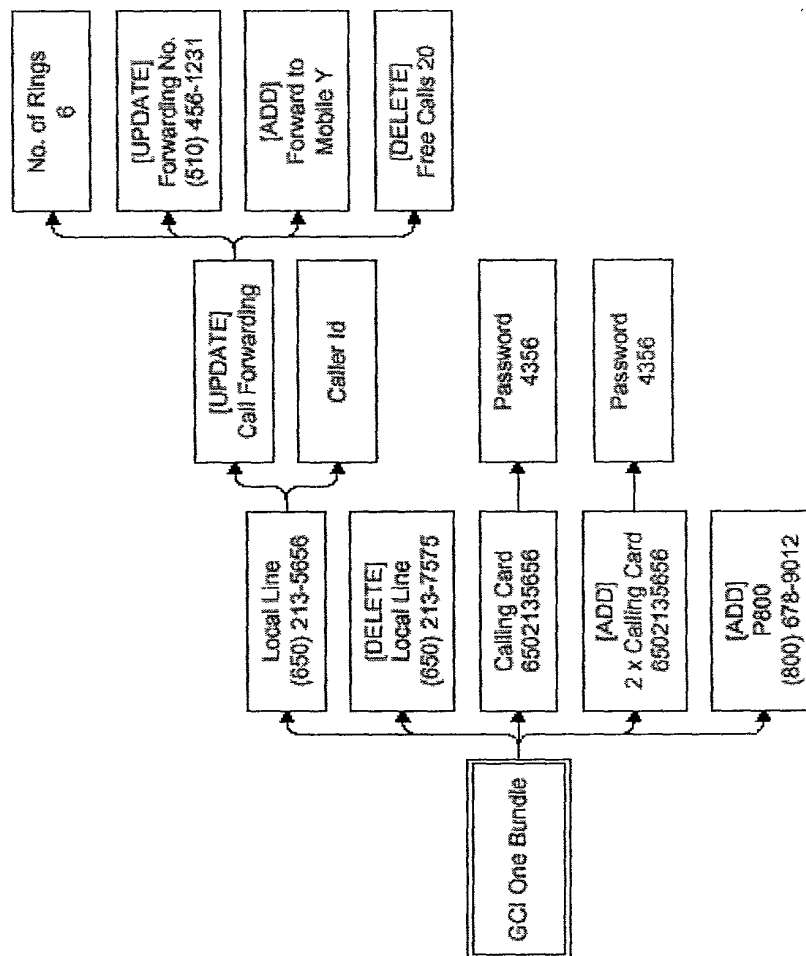


FIG. 11J-3

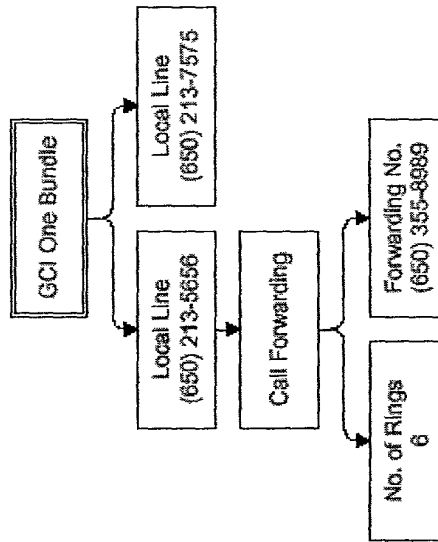


FIG. 11K-1

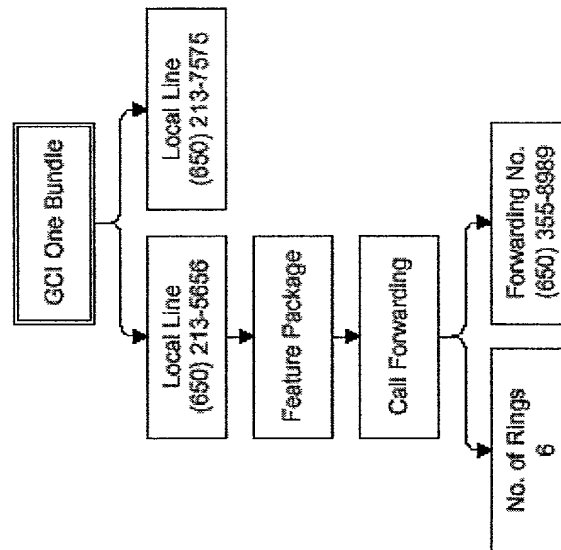


FIG. 11K-2

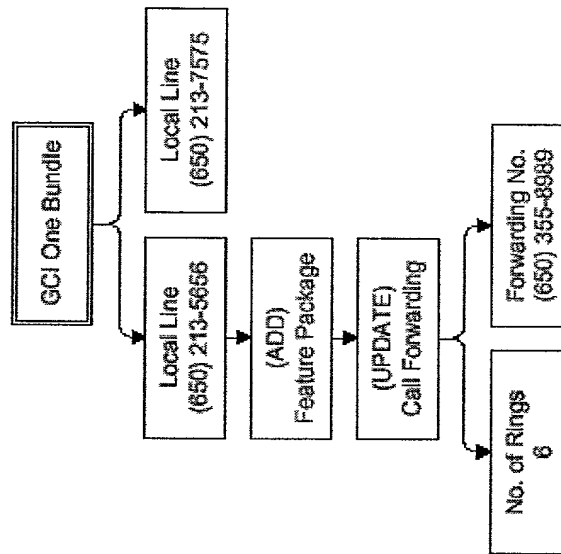


FIG. 11K-3

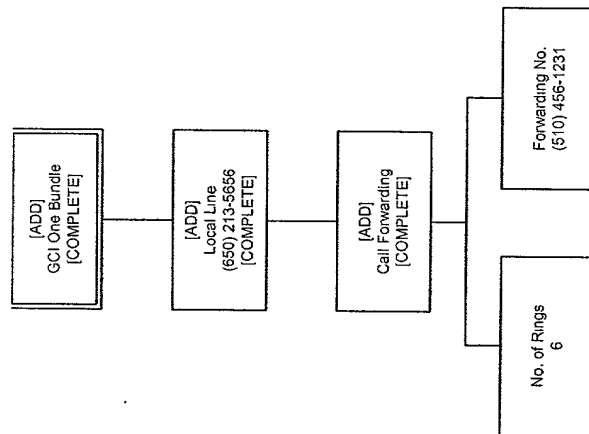


Fig. 11M-2

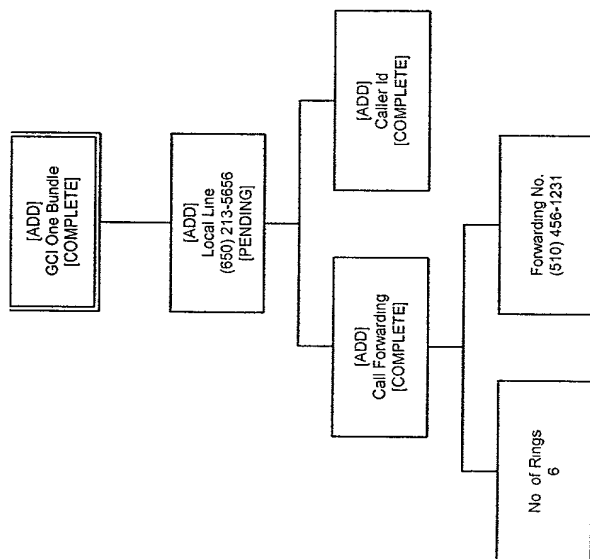


Fig. 11N-1

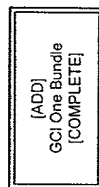


Fig. 11N-2

20250907 14:53:30

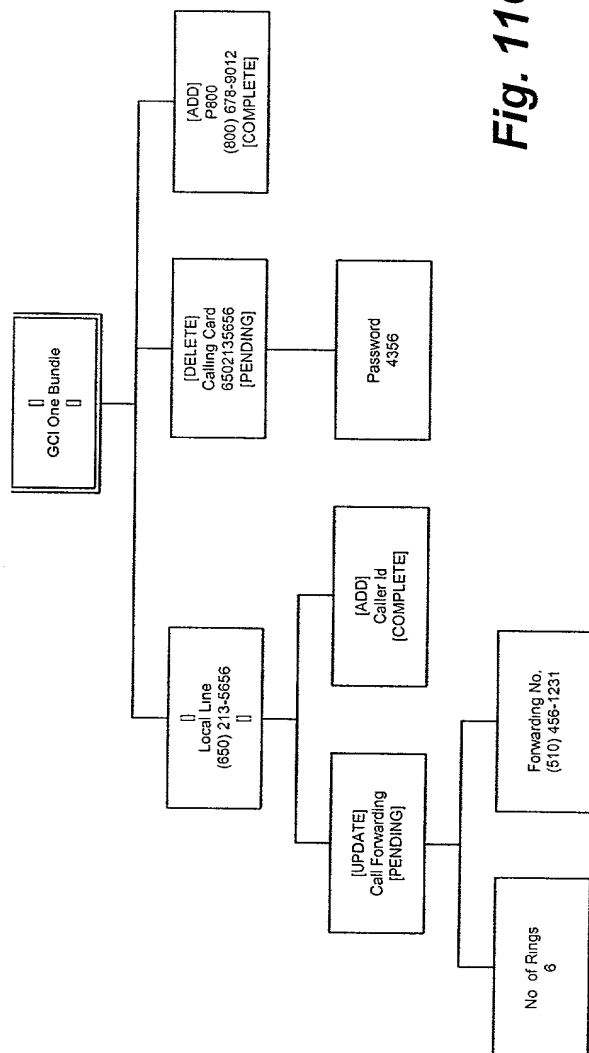


Fig. 110-1

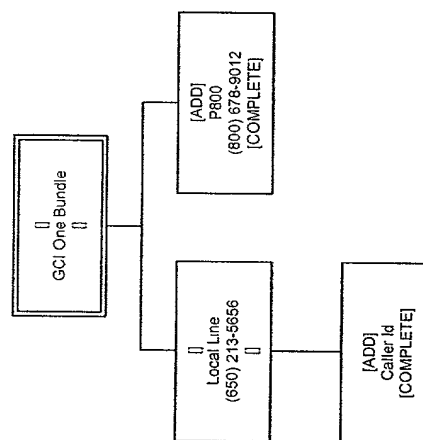


Fig. 110-2

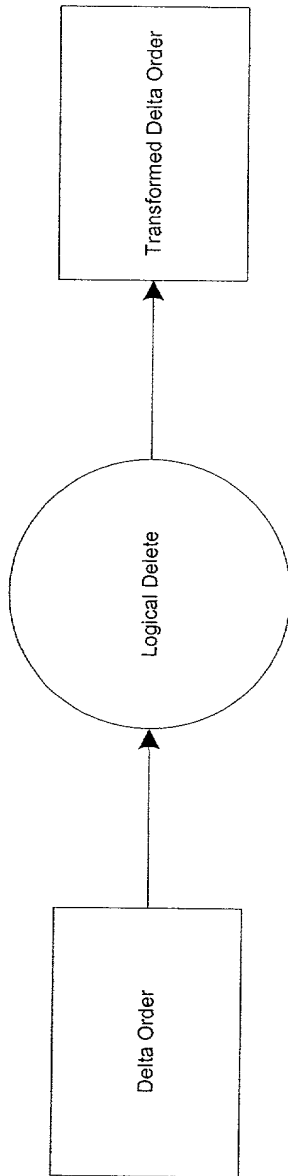


Fig. 11P

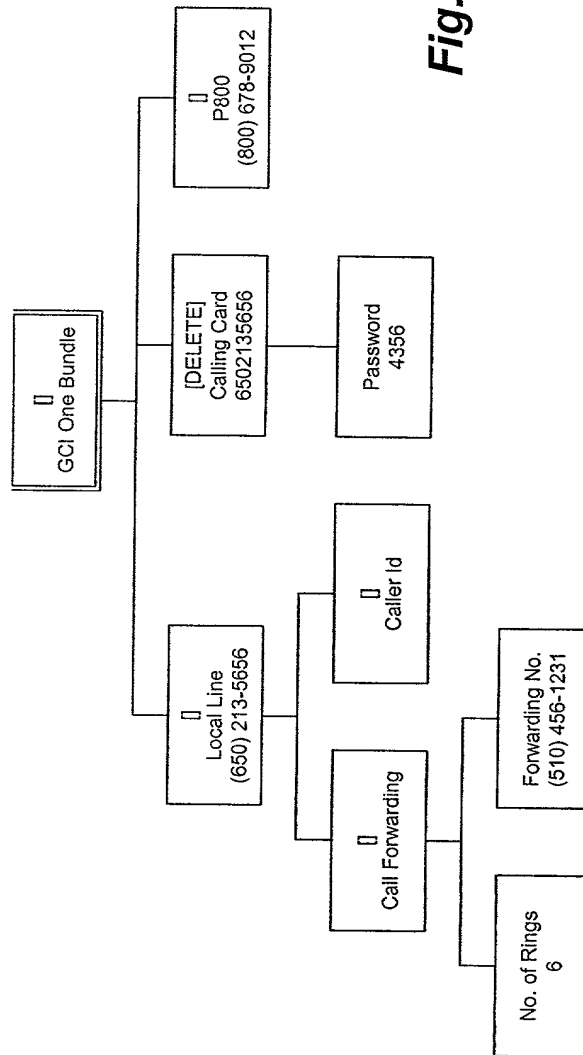


Fig. 11Q-1

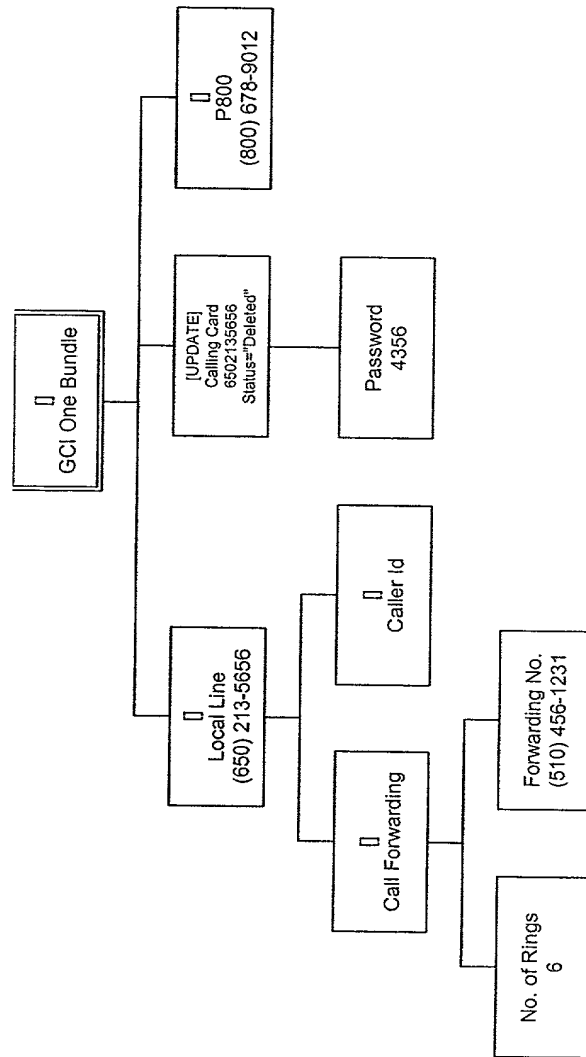


Fig. 11Q-2

2005T90" T452200T

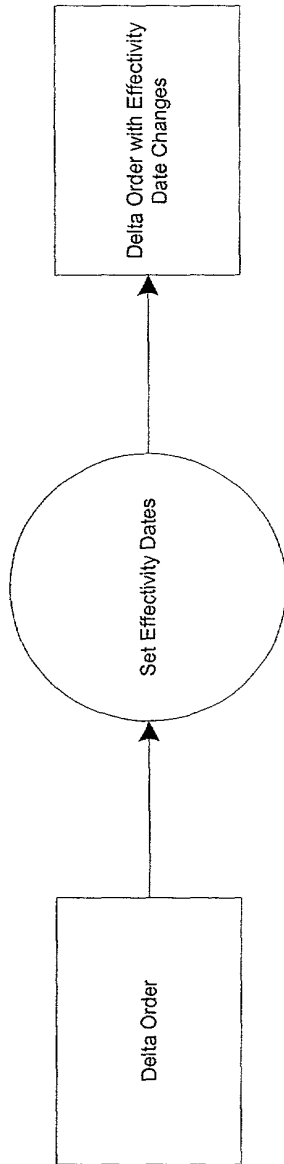


Fig. 11R

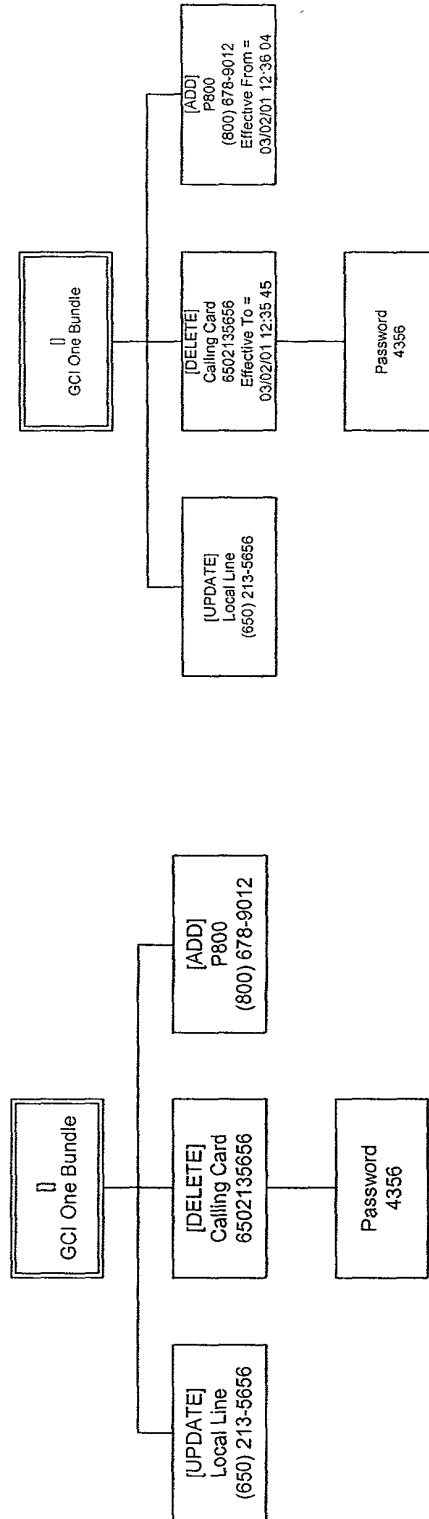


Fig. 11S-1

Fig. 11S-2

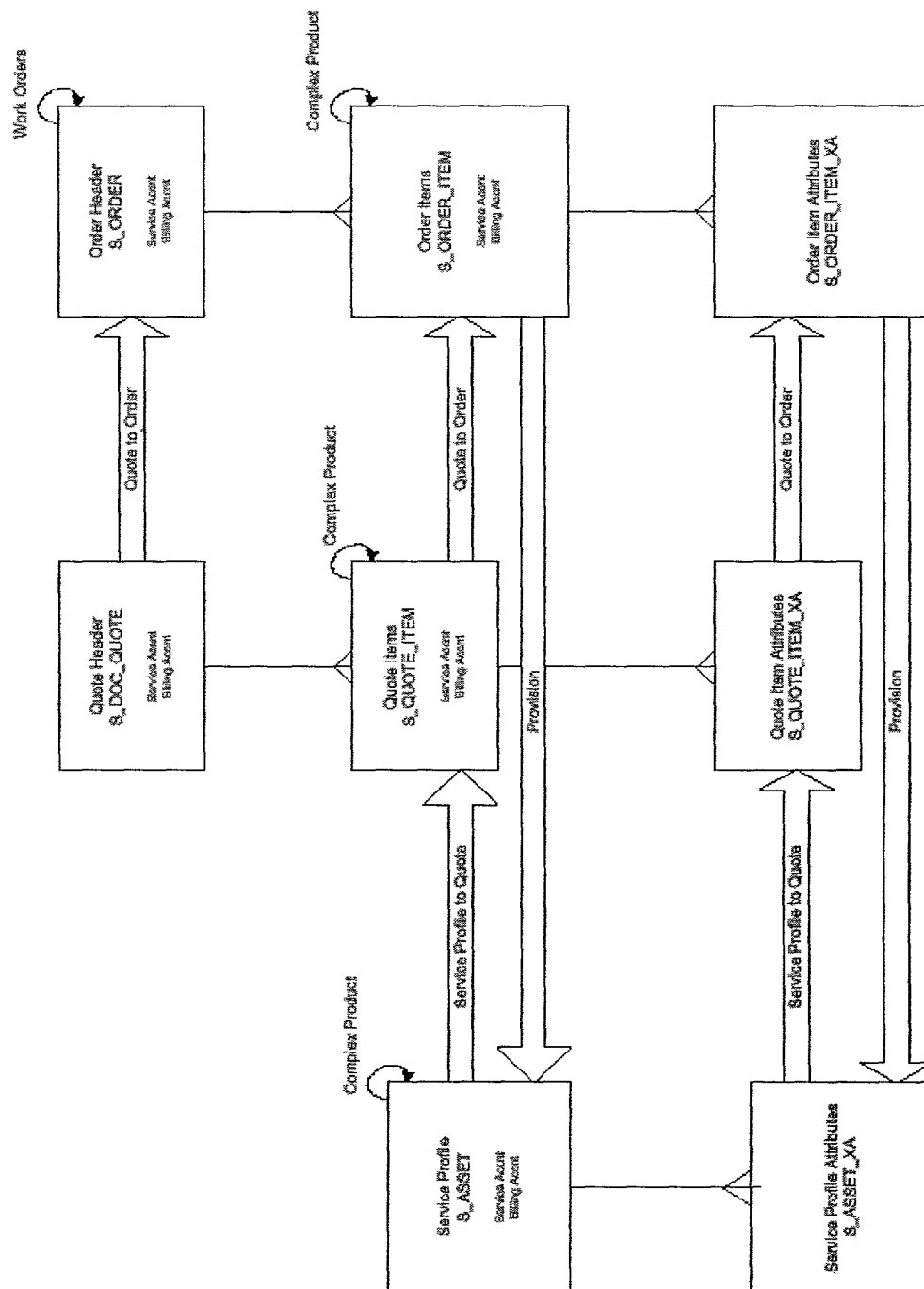


FIG. 12